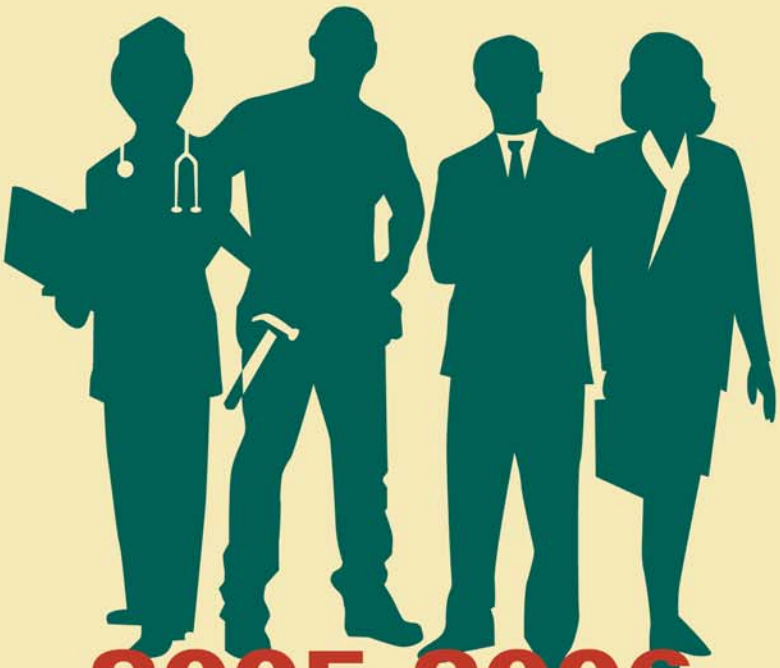

2005-2006 PENNSYLVANIA CAREER GUIDE

PENNSYLVANIA WORKFORCE DEVELOPMENT

KEEPING PENNSYLVANIA COMPETITIVE BY INVESTING IN TALENT

16th Edition • www.paworkforce.state.pa.us

Welcome to Pennsylvania's premier source for career information!

The 2005-06 Pennsylvania Career Guide

The information contained within these pages allows you to explore numerous career opportunities available right here in Pennsylvania!

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A career is a lifelong journey of building your skills, knowledge and abilities. The Pennsylvania Career Guide helps you take your first step toward choosing the career that's right for you!

Partial funding for this project was secured through the American Career Resource Network (ACRN) Grant within the Pennsylvania Department of Education's Bureau of Career & Technical Education.

SPOTLIGHT ON...BUSINESS AND FINANCIAL SERVICE WORKERS

Clearly, you want to pick a career that's in **high demand and pays well**...you want a great job that gives you room to run...to be **innovative and creative!** Working at the intersection of business and technology keeps things fresh. Unexpected opportunities are possible for those who are flexible and openminded. That's part of the fun - and what makes these jobs interesting. **What's more:**

- One out of every seven jobs in the state is in the business and financial services cluster.
- Business and financial services has seen substantial growth in employment and provides numerous opportunities for good paying jobs and rewarding careers.
- Opportunities are widespread for entry-level jobs, such as telemarketers and counter clerks, as well as for advanced positions, including sales of advertising, insurance, and financial products.

Business and financial services has seen substantial growth in employment and provides numerous opportunities for good paying jobs and rewarding careers.

Top Jobs in the Business and Financial Services Cluster	
Accountants & Auditors	Maintenance & Repair Workers, General
Administrative Services Managers	Management Analysts
Bookkeeping, Accounting & Auditing Clerks	Network & Computer Systems Administrators
Claims Adjusters, Examiners & Investigators	Personal Financial Advisors
Computer Support Specialists	Receptionists & Information Clerks
Computer Systems Analysts	Sales Managers
Customer Service Representatives	Secretaries
Financial Managers	Securities Sales Representatives
General Office Clerks	Supervisors - Office & Admin. Support Workers
Legal Secretaries	Telemarketers
Loan Officers	Travel Agents

On the following pages, several business and financial services occupations are highlighted. While a bachelor's degree is not required for Customer Service Representatives, employers typically prefer to hire college graduates for more advanced sales positions. As with most fields, **the best opportunities will be available to those who continue their education and training beyond high school**. Individuals considering these professions should enjoy working with customers, have good communication skills, and be persuasive.

SPOTLIGHT ON...BUSINESS AND FINANCIAL SERVICE WORKERS

Occupational Outlook

Occupation	2002 Employment	Openings/ Year	Projected 2012 Employment	Entry Level Wage*	Average Wage*	Experienced Wage*
Customer Service Representatives	77,880	2,289	89,170	$18,250	$27,220	$31,710
Sales Representatives, Technical & Scientific	15,430	578	17,160	$34,780	$63,600	$78,010
Sales Representatives, Non-Scientific	59,380	2,102	64,800	$26,350	$49,800	$61,530
Insurance Sales Agents	19,150	629	20,840	$24,410	$53,000	$67,300
Securities Sales Representatives	12,640	360	14,790	$29,080	$71,430	$92,600
Advertising Sales Agents	5,520	146	5,930	$22,520	$52,560	$67,580
Financial Analysts	6,960	209	8,000	$35,740	$58,640	$70,090
Personal Financial Advisors	7,080	363	9,810	$34,510	$72,620	$91,680

**Wage information based on November 2003 data*

CUSTOMER SERVICE REPRESENTATIVES

- **Duties:** Customer service representatives (CSRs) provide information in response to inquiries about company products or services. They may also handle and/or resolve complaints. Interaction with customers can occur through a variety of means: telephone, e-mail, fax, Internet, mail, or in person.
- **Working Conditions:** Work is usually performed in an office or call center environment. CSRs generally have their own workstation and are equipped with a telephone, headset, and computer. Because many call centers are open extended hours, these positions provide a wide range of working hour options including early morning, evening, or late night shifts. Weekend or holiday work also may be available.
- **Education:** A high school diploma or equivalent is required for most customer service representative positions. To be successful, basic computer knowledge and good interpretation skills are important qualities for a candidate to possess. Because CSRs constantly interact with the public, strong communication and problem-solving skills are a must.
- **Job Prospects:** Job prospects are expected to be excellent over the next decade. In 2002, this occupation employed approximately 77,880 people. Through 2012, about 2,300 job openings are expected annually.
- **Earnings:** Average annual earnings of customer service representatives were $27,220 in November 2003. Entry-level wages were $18,250, and experienced CSRs made $31,710.

SALES REPRESENTATIVES

- **Duties:** Sales representatives act as industry experts, consultants, and problem solvers for a wide variety of products and services. Wholesale and manufacturing sales representatives sell goods for wholesalers or manufacturers to businesses or groups of individuals. Insurance sales representatives sell life, property, casualty, health, automotive, or other types of insurance. Securities sales representatives help investors buy and sell financial products, such as stocks, bonds, and insurance annuities. Advertising sales representatives sell or solicit advertising, including graphic art, advertising space in publications, custom made signs, or TV and radio advertising time.
- **Working Conditions:** Although work schedules can vary depending on the employer, most sales representatives work 40 hours or more per week, including evenings and weekends. In some cases, workers can determine their own hours and schedules. Sales representatives perform most of their work from an office or call center. Some have large sales territories and travel considerably, while others travel locally to visit clients. When sales activity increases, working conditions can become very hectic and stressful.
- **Education:** Even though many organizations have no formal educational requirements, employers often prefer to hire college graduates. Some companies will hire high school graduates with proven sales abilities. Aspiring sales representatives should be goal-oriented and persuasive. Communication and problem-solving skills are highly valued. Securities and insurance sales representatives must be licensed to work in Pennsylvania.

SALES REPRESENTATIVES *Continued*

- **Job Prospects:** In 2002, these sales occupations employed approximately 112,120 individuals. About 3,800 job openings are expected annually through 2012. Wages for sales representatives can vary greatly because some are paid a straight salary while others work on commission - a percentage of their total sales. Most companies use some combination of salary and commission as well as bonuses for those who exceed company goals.
- **Earnings**: In November 2003, the average annual wages for sales representatives ranged from $49,000 to $72,000 per year. Annual wages for entry-level sales representatives were between $22,000 and $35,000, while experienced workers earned between $61,000 and $93,000.

Aspiring sales representatives should be goal-oriented and persuasive.

FINANCIAL SPECIALISTS

- **Duties:** Financial specialists provide analysis and guidance to businesses and individuals to help them with their investment decisions. Financial analysts conduct quantitative analyses of information affecting investment programs of public and private institutions. Personal financial advisors counsel clients on financial plans utilizing knowledge of tax and investment strategies, securities, insurance, pension plans, and real estate.
- **Working Conditions:** In general, financial specialists work indoors in comfortable offices. They may, however, face long hours and deadline pressures and be required to travel frequently to visit companies and potential investors. Because their day is filled with telephone calls and meetings, analysts perform much of their research after office hours. Personal financial advisors usually work standard business hours, but they also schedule meetings with clients in the evenings or on weekends. Despite hectic schedules and long hours, many enjoy the challenge of helping companies or people make financial decisions.
- **Education:** Most companies require financial analysts to have a bachelor's degree or higher in business administration, accounting, statistics, or finance. Although a college education is not required to become a personal financial advisor, it is strongly preferred by most employers. Certification is available for financial specialists. The Association of Investment Management and Research offers the title of Chartered Financial Analysts (CFA) to qualified financial analysts. Personal financial advisors may obtain the Certified Financial Planner credential, often referred to as CFP(R), issued by the Certified Financial Planner Board of Standards, Inc.
- **Job Prospects:** There were 14,040 financial specialists employed in Pennsylvania in 2002. This number is expected to grow over the next decade as a generally better educated and wealthier population, especially baby boomers preparing for retirement, requires investment advice. In fact, financial specialists are projected to have over 570 annual job openings through 2012. Competition will likely be keen for these highly lucrative positions, with many more applicants than jobs.
- **Earnings:** In November 2003, average annual earnings exceeded $50,000 for both financial analysts ($58,640) and personal financial advisors ($72,620). Entry-level wages for both occupations were around $35,000. Experienced financial analysts earned $70,090, about $20,000 less than personal financial advisors ($91,680).

For More Information :

Information on similar occupations can be found in the Just the Stats section under the Business, Legal, Finance, Insurance, and Public Safety (page 24) and Hospitality, Tourism, and Sales (page 34) clusters. Additional information on the Business and Financial Services Targeted Industry Cluster and High Priority Occupations can be obtained at **www.paworkforce.state.pa.us.**

Sales Representatives

- National Association of Insurance and Financial Advisors, 2901 Telestar Court, Falls Church, VA 22042-1205. Internet: www.naifa.org
- Insurance Vocational Education Student Training (InVEST), 127 S. Peyton St., Alexandria, VA 22314. Internet: www.investprogram.org
- Insurance Information Institute, 110 William St., New York, NY 10038. Internet: www.iii.org
- Manufacturers' Agents National Association, One Spectrum Pointe, Suite 150, Lake Forest, CA 92630. Internet: www.manaonline.org
- Manufacturers' Representatives Educational Research Foundation, P.O. Box 247, Geneva, IL 60134. Internet: www.mrerf.org
- Securities Industry Association, 120 Broadway, 35th Floor, New York, NY 10271-0080. Internet: www.sia.com
- Sales and Marketing Executives International, PO Box 1390, Sumas, WA 98295-1390. Internet: www.smei.org

Financial Specialists

- The Financial Planning Association, 4100 E. Mississippi Ave., Suite 400, Denver, CO 80246-3053. Internet: www.fpanet.org
- Certified Financial Planner Board of Standards, Inc., 1670 Broadway, Suite 600, Denver, CO 80202-4809. Internet: www.cfp.net/become
- American Academy of Financial Management, World Trade Center, 2 Canal St., Suite 2317, New Orleans, LA 70130. Internet: www.financialanalyst.org
- CFA Institute, P.O. Box 3668, 560 Ray C. Hunt Dr., Charlottesville, VA 22903-2981. Internet: www.cfainstitute.org

Wayne Logue's journey from elementary education major at Indiana University of Pennsylvania to certified financial planner with American Express Financial Advisors was not without its share of risks. Sometimes, according to Wayne, you must be willing to take a chance and step backward in order to move forward!

Sometimes, according to Wayne, you must be willing to take a chance and step backward in order to move forward!

Wayne's career in business took root during his college days. At school, he held down three part-time jobs – one working in an elementary school, another driving a delivery truck, and the third, stocking and selling garden accessories at Mussers, a local nursery. The last job not only allowed him the perk of being able to "hook up many of my frat brothers with part-time work," but also offered him the chance to get ahead. By his senior year, Wayne was firmly entrenched in the position of sales manager.

Although he completed his degree in elementary education and received two offers of employment, he abandoned the field of education for a career in sales. The Musser family offered him a full-time position with their garden center and a salary that tripled what he would have made as a teacher.

Because he was now gainfully employed and making good money, one of his fraternity brothers approached him about investing some of his earnings. Employed by IDS Financial Services, this friend convinced Wayne to put aside $50/month for investment purposes. Little did Wayne suspect that this investment would eventually draw him to a career in business and finance.

After a year, Wayne said, "I saw the handwriting on the wall. The Musser children were growing and would eventually take over the business. I had climbed as far as I was going to. So, when a few buddies of mine in Central Pennsylvania called to tell me about a new restaurant concept – Wendy's – and convinced me of the advantages of getting in on the ground floor, I made the jump. I took a pay cut of $12,000, got a room at the Penn Hotel, and worked the night shift at the Camp Hill restaurant."

At 22, Wayne was in charge of supervising 16-year-olds and cleaning grills. But hard work enabled him to move from store-to-district manager in less than two years. The popularity of Wendy's restaurants exploded and Wayne, with six years of experience under his belt, was offered a promotion – a position that would allow him to travel and open new franchises around the country.

He didn't take the job. Instead, figuring that if Dave Thomas could do it, so could he, Wayne joined three other friends in opening a new restaurant in Reading, Pennsylvania. Although the restaurant drew customers in, high interest rates on the loans they had taken for the building, equipment and supplies stretched their income to the max. Without enough profit, operations couldn't continue.

Wayne, now married and with two small children, switched careers again. Over the past decade, he had continued his investments with an IDS financial planner. He had, in fact, developed a good working relationship with him and referred potential clients his way. Wayne recalled, "Jack pointed out that I had a way with people. He was confident that I would do well in his business and offered me a job as a financial advisor. I took it. I studied and secured a series of licenses. Jack was nice enough to turn the clients I had originally referred to him back to me, so I had a customer base with which to begin. But even with that base, I had to 'prospect' – round up new clients. So I did. "

It took hard work, extra hours, and lots of enthusiasm, but Wayne built a successful practice of his own. "I

It took hard work, extra hours, and lots of enthusiasm, but Wayne built a successful practice of his own. "I didn't do everything right, made some mistakes and even some bad decisions; but what I did do right was learn from those mistakes. And I got better because of them."

didn't do everything right, made some mistakes and even some bad decisions; but what I did do right was learn from those mistakes. And I got better because of them." Wayne continued to move up the career ladder, serving as a district manager for eight years before returning to full-time practice as a personal and business financial planner, something he loves doing.

What does it take to succeed in this business? According to Wayne, "A recognition that the only constant in this business is the need for continuous education and training. You have to be on top of things – new laws, new tax regulations, changes that affect estate planning. And the only way to be on top of things is to continue to learn. People who enter this business thinking that their education is behind them won't last long."

The successful salesperson also has to recognize other peoples' social styles, one of the biggest struggles for today's young people. "Young people grow up around computers, so the technical aspects of the job aren't a big deal. But learning to read people – to understand that not everyone thinks like they do and acts as they would act – is hard. But if they don't make the effort to do this, to understand their clients' needs and perceptions, their time in this business will be very short."

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CAREER-FOCUSED EDUCATION

Experts predict that by the year 2020, 80% of all jobs in the United States will require some postsecondary education or training.

Does this mean that a bachelor's degree is your only route to a good job and a fulfilling career? Not necessarily.

If you're going to be a physician assistant or a personal financial advisor, then four or more years of college is a must. You should begin thinking about the type of college or university you want to attend. Consider such factors as in-state vs. out-of-state, public vs. private, urban vs. suburban or rural, and large vs. medium or small. You should also start looking into available scholarships, grants, and loans that can help you make your career dream come true.

People who have some post-high school training make more money over their lifetimes and have better opportunities for advancement in their careers than most people who have only a high school diploma.

But while a bachelor's degree is certainly one option you can choose after high school, there are other postsecondary pathways to successful careers. According to recent government figures, between 2002 and 2012, job openings for workers who are entering an occupation for the first time and who don't have a bachelor's degree are projected to total roughly 42 million. That's over three times the number of job openings expected for workers who have a bachelor's degree!

You shouldn't think, however, that just because you have a high school diploma, your learning days are at an end. Most jobs in the future will require some additional postsecondary training or education. This could mean entering an apprenticeship program, taking classes at a community college, or enrolling in vocational courses at a technical school.

The reality is that, on the average, people who have some post-high school training make more money over their lifetimes and have better advancement opportunities than those who only have a high school diploma. It is also true that people who do not participate in some kind of postsecondary training are three times more likely to be unemployed than those who do.

The rapid changes in today's economy require a skilled work-ready workforce, and you can gain the skills you need to enter into a wide range of growing and profitable careers by a number of different avenues. Find out as much as you can about the careers you'd like to pursue, and then choose the path that will get you to where you want to be!

- **Apprenticeship Programs** combine on-the-job training with related classroom instruction to give you a nationally recognized certification and the experience you need to get the job you want. You will earn while you learn! Apprenticeships exist for over 850 occupations. While construction and manufacturing apprenticeships are the most common, opportunities may be found in such diverse fields as financial services, telecommunications, healthcare, tourism and the culinary arts.
- **Associate Degree Programs** are typically offered at community colleges and technical training institutes. While these can be stepping-stones to a four-year degree, many associate degree programs lead directly to rewarding careers without the need for an advanced degree. Oftentimes, community colleges will design and teach programs to prepare students for occupations in demand in their local areas.
- **Certificate Programs** teach exactly what is needed to enter a specific occupation and are available from a wide range of training providers, such as community colleges, technical schools and private career institutes. Programs vary in length from six months to a year, and upon completion, you will be certified to do specialized work. Automotive mechanics, for instance, may earn Automotive Service Excellence certification, which indicates that they have mastered certain skills and increases their marketability.
- **On-the-Job Training (OJT) Programs**, like apprenticeships, provide opportunities to simultaneously earn and learn. While apprenticeships are usually associated with initial employment, OJT can occur at anytime during your career. OJT can, for example, lead from a job as a pharmacy aide to a position as a pharmacy technician or take you on the path from a billing clerk to a bookkeeper.

Some students find it helpful to get a jump-start on a career by beginning their training before they finish high school. **Co-op Programs** are similar to, but generally less structured than, apprenticeships. High school juniors and seniors are placed in yearlong, part-time jobs where they are given opportunities to learn vocational skills that relate to what they're being taught in the classroom. Career and Technology Centers (CTCs), formerly known as area vocational-technical schools, offer career training for a wide variety of occupations. Curriculums range from preparation for careers as plumbers, carpenters, and electricians, to programs in law enforcement, information technology, and healthcare services. Students generally enter a CTC program during high school. Providing a unique blend of classroom instruction and hands-on training, CTCs create workers who are ready to join the workforce. Many of these programs work closely with employers to ensure that the skills learned in school match the skills required on the job. An added benefit for students is the exposure to area employers who have job openings and may be able to guarantee employment upon graduation. However, opportunities at CTCs are not just for high school students. Recent graduates and workers looking to improve or update their skills can also take advantage of the specialized classes offered.

For more information about career-focused education, check out the Bureau of Career and Technical Education website at www.state.pa.us, PA Keyword: Career and Tech Ed

Continuous learning is a must if you want to stay competitive in today's workforce. There are many training and education options available, but they seldom come looking for you. Find out as much as you can about the careers in which you are interested. Read. Talk to your parents. Talk to your friends. Talk to the parents of your friends. Surf the net. America's Career InfoNet at www.acinet.org is a good place to start. The site features over 400 career videos that show real people doing real work. Find out as much as you can about the jobs you'd like to do and then choose the career path that will get you where you want to be.

THAT WAS THEN . . .THIS IS NOW

Don't base today's decisions on yesterday's workplace!

The workforce and the workplace are undergoing dramatic changes. Don't be caught in yesterday's world while making decisions for today's careers.

Fifty years ago...	In the 21st Century...
About 73% of all jobs were unskilled and required no more than a high school diploma.	Unskilled jobs have shrunk to just 30% of total jobs in the Commonwealth.
Manufacturing jobs were plentiful, paid good wages, and you didn't need more than a high school education to get one.	The number of manufacturing jobs has declined. Those that exist are not the unskilled jobs of yesterday.
A high school diploma could get you a job that provided good wages and a comfortable living.	In 2004, the median income for a person with no more than a high school diploma was only $25,000.
Just having a four year college degree enabled you to start in a high-level, high-paying position in a company.	Today's employers are looking at skills as well as degrees. College grads often start out in entry-level jobs. They need work experience to obtain better-paying jobs.
Once you got your foot in the door with a company, you were set for life. The company took care of you even through your retirement.	Most people are changing jobs 7-9 times during their career. The only guarantee from a company is that there are no guarantees.
Technical schools were for people who couldn't cut it in a "real" college.	Skilled jobs requiring less than a four-year degree now comprise 47% of the market. Technical and community colleges are effectively preparing students for high paying, in-demand careers.

	2002		2003		2004	
	PA	US	PA	US	PA	US
Less than a High School diploma	$9,074	$12,000	$12,000	$12,480	$7,800	$12,480
High School Diploma or GED	$24,768	$24,000	$25,254	$24,002	$25,021	$25,000
Some College, No Degree	$25,004	$26,000	$27,688	$26,013	$30,000	$26,502
Associate's Degree	$32,063	$31,000	$34,164	$32,250	$32,182	$30,010
Bachelor's Degree	$47,000	$41,069	$44,357	$41,020	$45,246	$42,020
Post-Graduate Degree	$63,282	$58,160	$65,091	$58,052	$62,919	$60,001

Source: U.S. Bureau of Census, Current Population Survey (CSP), March Supplement

Things to do before your senior year:

- Take a skills/interests test to learn about yourself. What are your strengths? What do you enjoy doing?
- Learn as much as you can about the careers that interest you. Check out the Pennsylvania Occupational Outlook Handbook on the Products page at www.paworkstats.state.pa.us or try the career services found at this website under "Services for Individuals."
- Make sure you are enrolled in the appropriate college-prep or tech-prep courses. Review selections with your guidance counselor.
- Take the PSAT/NMSQT (Preliminary SAT/National Merit Scholarship Qualifying Test), which provides firsthand practice for the SAT and gives you a chance to qualify for the National Merit scholarship program.
- Involve yourself in volunteer work and extra-curricular activities. They might teach you things about yourself you didn't know.
- Whether you plan on enlisting or going to college, consider taking the ASVAB. The military offers financial aid through ROTC programs and the GI Bill at most colleges and universities.
- Get a part-time job; it helps you develop career experience and a résumé for post-high school employment.
- Begin exploring your post high school options by attending college fairs, job fairs, or contacting schools directly for information about their programs.

Things to do your senior year:

If you plan to enter the workforce or enlist in the military right after high school…

- Continue your part-time employment; a good reference can go a long way when you seek full-time employment after graduation.
- Participate in extracurricular activities and sports that help develop teamwork and interpersonal skills necessary in the workforce.
- Take a business or finance class. You will learn valuable information about budgeting, credit, taxes, interest, insurance, investing, and securing a place to live.

If an apprenticeship, technical school, or an associate degree is your next step…

- ☑ All of the above, plus …
- ☑ Volunteer or shadow someone at work. Get involved in the field you plan to pursue.

If college is your next step…

- All of the above, plus …
- Take the SATs in the fall.
- Ask for letters of recommendation from teachers, counselors, coaches or employers.
- During the fall, visit and evaluate the schools in which you have an interest.
- Apply to at least three schools. Be aware of deadlines; this is your responsibility.
- Apply for financial aid and fill out the Free Application for Federal Student Aid (FAFSA), found at www.fafsa.ed.gov
- Look for scholarships. There are many different types out there – some focus on specific degrees, while others are directed at academic, athletic, or community accomplishments.
- If taking Advanced Placement classes, register to take the AP exams for possible college credits.

WHY DO I NEED TO TAKE ENGLISH (MATH, SCIENCE...)?

Why does a future architect need to take English? How will math help an auto mechanic? When will a chef use science in the kitchen? You'd be an exception if the thought, "I'll never use this stuff," hasn't crossed your mind now and then. Students often wonder why they must study subjects that seem unrelated to anything that they plan to do once they get out of high school.

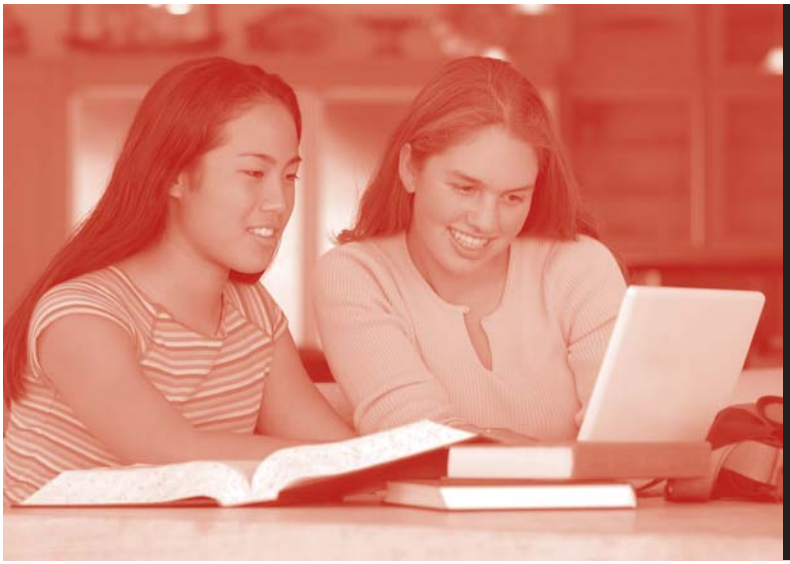
But a good foundation in core subjects like English, math, and science is essential to future success, both on and off the job.

Let's start with English. Communication is the process by which information is exchanged between individuals. You may think that what English classes have to offer pertains only to a few occupations, such as reporters and correspondents or writers and editors. But every job requires workers to understand instructions or to explain problems and projects to co-workers and supervisors. High school English classes offer you the basics — vocabulary, writing, grammar, speaking, and reading. Learning how to construct sentences and organize paragraphs lays the foundation for writing effective letters and reports. Giving a speech provides you with an opportunity to master the art of saying what you have to say concisely and convincingly, a skill you may need to draw upon during a job interview. Reading a variety of literary works — novels, poetry and drama — gives you the chance to analyze other people's writing and appreciate other points of view, things that are vital for getting along with different people in the workplace and in life.

People use math everyday in such tasks as balancing a checkbook, creating a budget, cooking, and even shopping for groceries. Even though there are only about 25,000 mathematicians and statisticians employed in the United States, millions of workers have jobs in which mathematics is a necessary part. For example, carpenters use algebra and geometry every time they calculate the proper angles at which to cut building materials. Hotel managers need to estimate costs for such things as utilities, household supplies, and food. Even people whose work is largely with other people, like psychologists, must understand the statistics that describe human behavior. Math courses help you develop the ability to think logically and analyze the relationships between things that might, at first glance, seem entirely unrelated.

Creative thinking and problem solving are two of the skills in high demand by today's employers.

Like math, science helps you think logically and analytically. But beyond helping your thought processes, understanding science is a must in a variety of "non-scientific" occupations. Knowing the physical properties of materials helps firefighters combat different kinds of fires. Dietitians and chefs are concerned with the chemical content of food, while electricians apply principles of physics when wiring a building. Airline pilots also use physics and meteorology to plot flight paths and fly planes. Even artists use science to control the oxidation of certain metals to create color patterns. Science touches so many facets of our lives that you shouldn't assume that what you're learning in your biology, chemistry, or physics classes are things you'll never need again. Maybe you're thinking, "I'm going to be a journalist. English is the only thing that really matters in this profession." Consider this: If you remember just a fraction of what your biology teacher is telling you today, it could give you just the edge you'll need when your editor asks, "Who's ready to tackle a front page article on the latest controversies surrounding intelligent design?"



A good foundation in core subjects is essential to future success, both on and off the job.

Wouldn't It Be Exciting...

To be a professional athlete like Marshall Faulk or Diana Taurasi? Or an actor like Will Ferrell or Cameron Diaz?

Many people dream of being rich and famous – of landing the starring role in a Broadway musical or of being on the winning Super Bowl team. Yet the reality is that most people don't end up being rich or famous. The number of people who aspire to these glamorous jobs far outnumbers the actual openings for these occupations.

Take athletes, for example. For every player who wears a pro football uniform or hits that winning homerun, thousands never will. Experts estimate that only 1 in 10,000 high school athletes will make it to the pros. Even being drafted is no guarantee that success and fame will follow. More often than not, an athlete still needs a career to fall back on after retiring from sports. Leland Melvin is a good example.

The Detroit Lions drafted Leland Melvin, a wide receiver for the University of Richmond, in the 11th round in 1986. His football career started out with promise but was ended due to injury. He was prepared for this, having had a dream besides sports and planning for it accordingly. "To accomplish great things, you must not only dream, but also plan; and every plan should contain options, like having a spare tire, just in case you get a flat," Melvin said. He obtained his Masters Degree in Materials Science in 1991 and proved the cliché, "The sky's the limit."

He is one of only six African-Americans in NASA's Permanent Astronaut Corps and is co-manager of NASA's Educator Astronaut Program. Leland travels the country, speaking with students about space and the possibilities of careers in math, science, and engineering. "Our children are the next generation of leaders and explorers," says Melvin. "I want to share the value of a well-rounded education with students all over the country and help them make a connection to higher education."

Leland is a staunch supporter of having multiple goals and using further education to pursue them. Having dreams are good, but you should never possess just one. "Kids today want to be Michael Jordan. There's nothing wrong with that. However, I ask them, what will you do if you get injured during a game? Or, what will you do when you're no longer able to pursue that goal?"

Sports may be your true passion, but remember, there are very few people who actually "make it big." But you don't have to abandon the field of sports if you can't make it to the pros; athletes make up only a small portion of people employed in the sports industry.

Here are just a few examples of other sports-related careers you may want to consider and prepare for:

Sports team video coordinator – label and organize tapes so that specific plays can be pulled and analyzed within minutes. Often used as a stepping-stone towards coaching.

Events coordinator – build staff and promote events for specific facilities/arenas. Examples would be the planners of the Super Bowl or the Olympics.

Sports turf specialists – tend to grass in stadiums, golf courses, and tennis courts. Most jobs require a college degree in turf management, but promotion from the bottom can occur.

Sports statisticians – collect and analyze sports data for individual games, seasons, and careers. This is where sports announcers get things to talk about.

Sports agents – represent athletes, coaches, and officials, overseeing all aspects of their careers from contracts to endorsements. This job requires a college degree and a law degree is preferred.

Physical therapists – develop exercise programs to help recovery from injuries and to prevent future injuries. A license is required and a master's degree is preferred.

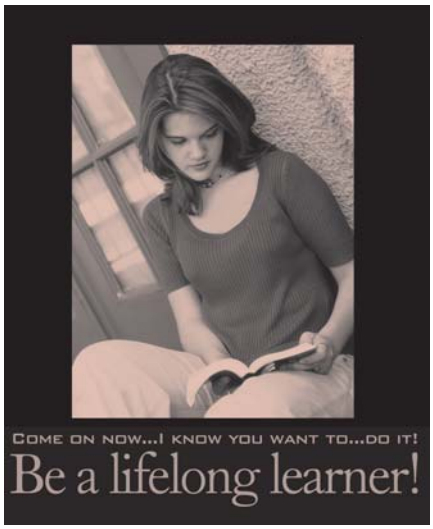
Consider the odds...you're the high school star...your team made it to the playoffs...professional scouts are in the stands...what are your chances?

	Men's Basketball	Women's Basketball	Football	Baseball	Men's Ice Hockey	Men's Soccer
High School Student Athletes	549,500	456,900	983,600	455,300	29,900	321,400
NCAA Student Athletes	15,700	14,400	56,500	25,700	3,700	18,200
NCAA Student Athletes Drafted	44	32	250	600	33	76
Percent NCAA to Professional	1.3%	1.0%	2.0%	10.5%	4.1%	1.9%

BE A LIFELONG LEARNER

Don't fight it when it can be so much fun! Did you know that we make our brains as we use them? Their very shape and efficiency in processing information is a measure of how well we've trained them. In other words, the more we use our brains, the more useable they become. A well-used brain even gains mass. Did you know that human beings have the biggest brains of any mammal in proportion to our body size? We are born curious and our ability to continue learning is what defines us.

During the last century we have moved through the Industrial Age into the Information Age and are quickly entering a new Knowledge Age. The keys to success in this new era will be the ability to obtain, absorb, and apply the right knowledge effectively in our lives and our careers. We will no longer be judged solely by what we've already learned in the past, but also by our willingness and capability to learn in the future.



Learning doesn't have to be about sitting down and reading a book. Learning can happen while surfing the Internet, where you can gain useful real world research skills and computer navigation skills. You can watch TV to learn about construction, world economics, and medicine. Even talking to people and asking lots of questions allows you to gain new knowledge. Libraries are an excellent source for continued learning. While the Internet has allowed us to quickly and conveniently get our hands on information on just about anything, the library may be a better source for ensuring that the information is accurate or true. Did you know that a recent survey by the Urban Libraries Council actually found that people who use the library and the Internet have higher annual household incomes?

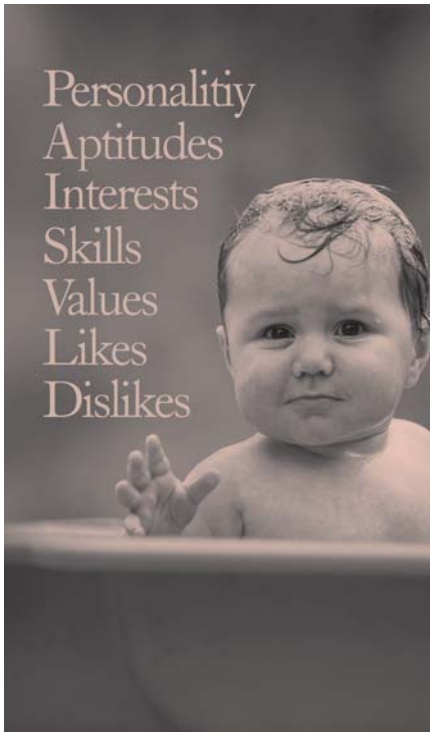
Let me guess…you still have a couple of questions. Why should I be a lifelong learner? What's in it for me? How about personal growth, increased employability as you climb a career ladder, a broader range of interests leading you to a better social life, and most importantly, the power to create your own destiny.

ASSESS YOUR INTERESTS

What do you want to be when you grow up?

There are many adults who still don't know the answer to this question even though they have been in the workforce for many years already and appear to be "all grown up." So, how can people expect you to know? Still, as you near the end of your high school years, you may hear this question all the time. It might be nice to have something to say other than, "I don't know." But where do you even begin to outline the course your life might take?

One of the best ways to explore careers and get pointed in the right direction is to take an assessment test. Assessments are simply tools to help you learn more about yourself – they may be based on skills, interests, aptitudes, personalities or values. One of the best things about assessment



tests is that there are no wrong answers!

Your likes and dislikes are very important in career planning. They will supply you with ideas about the types of jobs that might be a "best fit" for you. Because assessment tests provide only one part of the entire career puzzle, some of the results may not be what you expected. However, you can always use these results to broaden your search and explore careers that you may not have otherwise considered.

The assessment that follows is based on the Holland Interest Inventory. At the end of the assessment, you'll have an interest profile that matches different career areas. So, let's get started…

continued on next page

STEP ONE:

In each group, check the items that describe you. Then count up the number of checkmarks and fill in the total. Be as honest as you can. Remember: there are no wrong answers!

Are You:		Can You:		Like To:	
	Practical		Fix electrical things		Tinker with mechanics
	Athletic		Solve mechanical problems		Work outdoors
	Straightforward		Pitch a tent		Be physically active
	Mechanically inclined		Play a sport		Use your hands
	A nature lover		Read a blueprint		Build things
			Work on cars		Operate tools and machinery
					R Total =

Are You:		Can You:		Like To:	
	Inquisitive		Think abstractly		Explore ideas
	Analytical		Solve math problems		Use computers
	Scientific		Understand physical theories		Work independently
	Observant		Do complex calculations		Perform lab experiments
	Precise		Use a microscope		Read scientific or technical magazines
			Analyze data		
					I Total =

Are You:		Can You:		Like To:	
	Creative		Sketch, draw, paint		Attend concerts, theaters, art exhibits
	Intuitive		Play a musical instrument		Read fiction, plays, poetry
	Imaginative		Write stories, poetry, music, sing, act, dance		Work on crafts
	Innovative		Design fashions or interiors		Take photographs
	An individualist				Express yourself creatively
					A Total =

Are You:		Can You:		Like To:	
	Friendly		Teach/train others		Work in groups
	Helpful		Express yourself clearly		Help people with problems
	Idealistic		Lead a group discussion		Participate in meetings
	Insightful		Mediate disputes		Do volunteer service
	Outgoing		Plan and supervise an activity		Work with young people
	Understanding		Cooperate well with others		Play team sports
					S Total =

continued on next page

Are You:		Can You:		Like To:	
	Self-confident		Initiate projects		Make decisions affecting others
	Assertive		Convince people to do things your way		Be elected to office
	Sociable		Sell things or promote ideas		Win a leadership or sales award
	Persuasive		Give talks or speeches		Start your own political campaign
	Enthusiastic		Organize activities and events		Meet important people
	Energetic		Lead a group		
					E Total =

Are You:		Can You:		Like To:	
	Well groomed		Work well within a system		Follow clearly defined procedures
	Accurate		Do a lot of paper work in a short time		Use data processing equipment
	Numerically inclined		Keep accurate records		Work with numbers
	Methodical		Use a computer terminal		Type or take shorthand
	Conscientious		Write effective business letters		Be responsible for details
	Efficient				
					C Total =

STEP TWO:

Using your totals, identify the three letters that have the highest scores. Record them under "My Interest Code."

My Interest Code

_____ _____ _____

STEP THREE:

Below are descriptions for each of the six interest codes. Take a minute to read the descriptions for the areas that match your interest code from step 2. Beneath each interest code description is a list of related occupational groups. Use the page numbers to find more information about specific occupations that share your interests. They provide a good jumping-off point for further career exploration

R - Realistic - Realistic people like to take a concrete approach to problem-solving rather than rely on abstract theory. They generally show an interest in activities that require motor coordination, skill and physical strength.

Agriculture & Natural Resources . . . 19
Construction 21
Manufacturing 39

I - Investigative - Investigative people prefer to think rather than to act, to organize and understand rather than to persuade. They tend to be good at math and science

Engineering & Information Tech.. . . . 41
Health Care Services. 32

A - Artistic - Artistic people value self-expression, dislike structure and prefer tasks involving personal or physical skills. They are more prone to expression of emotion than others and enjoy the performing and visual arts.

Arts & Communication 23
Education 29

S - Social - Social people like to work with other people and seem to satisfy their needs in teaching, counseling or caring for other people. They are often good public speakers with helpful, empathetic personalities.

Education 29
Health & Human Services 31
Public Safety 26

E - Enterprising - Enterprising people are verbally skilled and enjoy influencing and persuading others. They like to lead and tend to be assertive and enthusiastic.

Legal & Finance 26
Management 27
Sales 37

C - Conventional - Conventional people don't mind rules and regulations and demonstrate self-control. They prefer structure and order in their work, are highly organized, and generally place value on prestige and status.

Business & Finance 25
Hospitality & Sales. 35
Information Technology 41

USING THE "Just The Stats" SECTION

Finding the right occupation can lead to a rewarding career. However, many factors should be considered as you decide what you want to do for a living. The Just the Stats' Occupational Data Bank answers many questions you may have about occupations that already interest you as well as those you may have never considered. Information is provided for over 200 occupations, which employ approximately 77% of Pennsylvania's workforce. Statewide data is provided for projected employment, annual openings, and November 2003 wages. To access data for your specific area, please contact the Center for Workforce Information & Analysis (CWIA) at 877-4WF-DATA or online at www.state.pa.us PA Keyword: Labor Market Information.

For ease of use, the occupations have been grouped into ten occupational clusters, which parallel the Pennsylvania Department of Education's career clusters and are listed in the table below. The Occupational Data Bank provides a closer look at each of these clusters and the occupations within them. If you are unable to locate a specific occupation within this structure, please consult the alphabetical directory at the end of the section. For more comprehensive information, check out the PA Occupational Outlook Handbook at www.state.pa.us PA Keyword: Labor Market Information and click on *Products*.

Occupational Clusters	
Agriculture, Food & Natural Resources	Health & Human Services
Architecture & Construction	Hospitality, Tourism, Sales & Repair
Arts, A/V Technology & Communication	Manufacturing
Business, Legal, Finance, Insurance & Public Safety	Science, Engineering & Information Technology
Education & Training	Transportation, Distribution & Logistics

Background on the information provided in the table:

Occupational Description - Provides a brief description of the duties performed in the occupation.

Interest Code - Links the occupations to the categories established in the interest assessment test on pages 15 and 16.

Employment Outlook - Information is based on occupational projections produced by the Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis. Projected employment is the number of jobs expected in the year 2012. Openings per year are the average number of net annual openings due to industry growth plus replacement needs caused by exiting workers. *The ★ indicates that a significant number of opportunities exist for part-time employment (less than 35 hours per week).*

November 2003 Annual Wage Data – Information is from the Pennsylvania Occupational Employment and Wage Survey, Pennsylvania Department of Labor & Industry, Center for Workforce Information & Analysis. The wages are annual figures and represent the average wage, expected entry-level wage, and expected experienced wage for each occupation. Since tips are not always reported, the actual wage may be higher for occupations such as waiters, waitresses, bartenders, cosmetologists, etc. *When wages for the specified group of occupations were unavailable, an estimated wage was produced based on wage data from a group of related occupations. Estimated wages are denoted by an asterisk* (*).

Training Level - Denotes the suggested level of training required for a given occupation. The occupations are listed within each career cluster by the level of required training, from easiest (shortest) to most difficult (longest).

- Short-term, Moderate-term, and Long-term training (ST OJT, MT OJT and LT OJT) – basic tasks and skills are learned through a period of on-the-job training.
- Work experience in a related occupation (WK EXP) – training is gained through hands-on work in a similar occupation.
- Postsecondary vocational training (VOC ED) – training is gained through a vocational training program.
- Associate's Degree (AD) – degree completed after two years of full-time schooling beyond high school.
- Bachelor's Degree (BD) – degree completed after four years of full-time schooling beyond high school.
- Bachelor's Degree plus experience (BD+) – a four-year bachelor's degree plus experience gained through hands-on experience.
- Master's (MD), Doctoral (PhD), or First Professional Degree (PROF) – training at the college or university level beyond a four-year bachelor's degree.

Examples of Major Employers - Indicates industries where many employment opportunities are available. For a list of local employers, consult PA Work Stats at www.state.pa.us PA Keyword: Labor Market Information or the Employer Locator section of America's Career InfoNet web site, www.acinet.org.

AGRICULTURE, FOOD, & NATURAL RESOURCES

This occupational cluster covers the Pennsylvania Department of Education's Agriculture, Food & Natural Resources career cluster

Cluster Tidbits

- Workers in the Agriculture, Food, & Natural Resources cluster raise animals, grow food, perform landscaping functions, protect natural resources, and provide utility services.
- Agriculture production, consisting of farming and ranching, has long been an important component of Pennsylvania's economy. Farming was once a very labor-intensive industry, but mechanization through advancements in technology has reduced the number of employees needed to do the same amount of work.
- Many of the occupations included in this cluster require only short-term on-the-job training. Entry-level positions are plentiful especially for landscaping and groundskeeping workers.
- Farming employment is concentrated in the South Central region of Pennsylvania. In fact, this area accounts for almost one-third of the state's farmers.
- Some agriculture and natural resources work is seasonal. As a result, long hours are common during the summer months. Workers should enjoy working outside through all types of weather.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Landscapers & Groundskeepers - maintain property by planting, watering, fertilizing, raking, and mowing.	R	43,170	1,337★	$14,410	$21,510	$25,060	ST OJT	Amusement & Recreation Companies Building Services Firms Self-Employed
Non-farm Animal Caretakers - feed, water, groom, exercise, and care for small and large animals, fish, or birds.	RS	5,550	202★	$12,910	$18,140	$20,760	ST OJT	Pet Care Services Self-Employed Social Advocacy Organizations
Veterinary Assistants - assist veterinarians with the examination, treatment, and medication of animals.	RIS	2,070	57★	$14,230	$19,410	$22,010	ST OJT	Colleges & Universities Pharmaceutical Manufacturers Professional & Technical Services
Agricultural Equipment Operators - drive and control farm equipment to till soil and to plant, cultivate, and harvest crops.	R	3,870	142	$23,230	$27,570	$29,740	MT OJT	Animal & Crop Farms Crop Farm Support Services
Farmworkers - manually plant, cultivate, and harvest crops. May also attend to livestock and other farm animals.	R	36,290	1,141	$13,230	$19,050	$21,960	LT OJT	Animal & Crop Farms
Farmers - plan, plant, harvest, and sell crops. May also raise livestock.	R	32,900	870★	Not Available	Not Available	Not Available	LT OJT	Self-Employed
Water Treatment Plant Operators - operate equipment to purify and clarify water for human consumption.	RC	5,470	223	$25,540	$35,670	$40,730	LT OJT	Local Government Water & Sewage Plants
Chemical Plant & System Operators - control or operate an entire chemical process or system of machines.	RCI	2,610	106	$34,390	$40,310	$43,270	LT OJT	Chemical Manufacturers Pharmaceutical Manufacturers Synthetic Rubber Manufacturers
Groundskeeping Supervisors - oversee the work done by landscaping and groundskeeping workers.	RE	5,220	104	$23,050	$37,420	$44,610	WK EXP	Building Services Firms Self-Employed
Veterinary Technicians - perform medical tests for use in the treatment and diagnosis of diseases in animals.	RI	2,910	98★	$17,990	$24,290	$27,440	AD	Veterinary Services
Environmental Scientists - research pollutants or hazards that affect the environment or health of the population.	RC	1,700	55	$33,860	$54,860	$65,370	BD	Architectural & Engineering Firms Federal Government Management & Technical Firms
Veterinarians - prevent, diagnose, treat, and control disease and injury among animals.	IR	2,150	77	$47,640	$77,870	$92,990	PROF	Self-Employed Veterinary Services

★ Significant opportunities exist for part-time employment

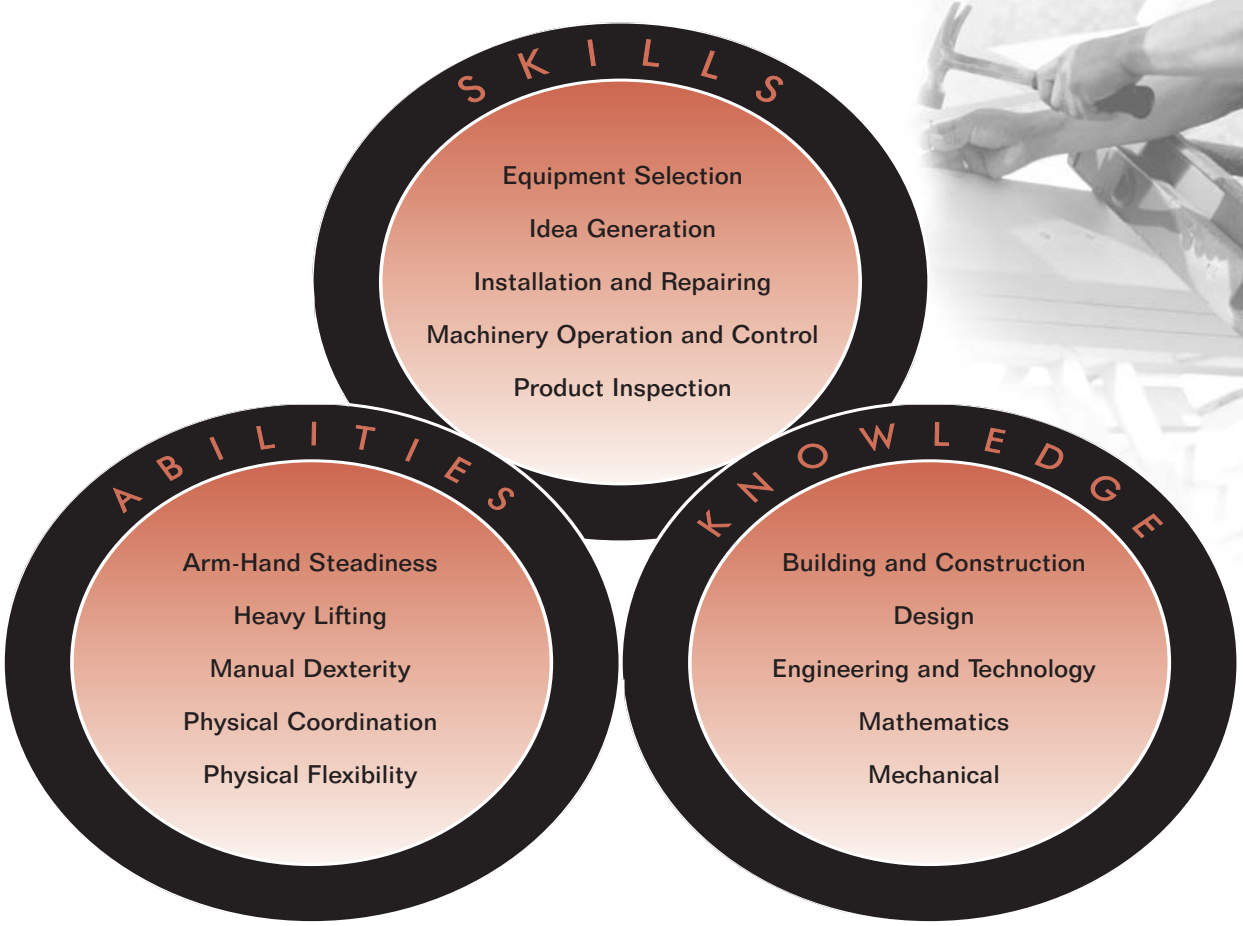
ARCHITECTURE & CONSTRUCTION

This occupational cluster covers the Pennsylvania Department of Education's Architecture & Construction career cluster.

Cluster Tidbits

- Architecture & Construction workers help design, plan, and build homes, office buildings, schools, and even the roads and bridges that get you from here to there.
- Many of the occupations in this cluster have high levels of self-employed workers, including architects and special trade contractors.
- Approximately 270,000 Pennsylvanians are employed in construction trades. Those with the highest employment include carpenters, electricians, plumbers, and construction laborers.
- Occupations in this cluster offer a variety of career opportunities for people with different skill levels and educational backgrounds. Many start out as helpers or laborers and advance to trade occupations. With experience, workers can eventually become contractors or developers.
- The majority of construction work is performed outside. Seasonal work requires longer hours in the spring, summer, and fall as the weather permits. Many individuals find alternative employment through the winter, but some companies do offer year-round work.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?



Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Construction Helpers - assist skilled construction workers with basic tasks.	R	17,320	771	$17,060*	$25,440*	$29,620*	ST OJT	Building Contractors Construction Firms
Construction Laborers - perform tasks involving physical labor at building, highway, and heavy construction sites.	R	37,820	700	$19,930	$30,410	$35,650	MT OJT	Construction Firms Local Government Special Trade Contractors
Operating Engineers - use power construction equipment to excavate earth, erect structures, or pour concrete.	R	19,200	547	$25,550	$37,500	$43,480	MT OJT	Hwy, Street & Bridge Construction Firms Special Trade Contractors State Government
Painters - prepare surfaces for the application of paint, varnish, enamel, or lacquer.	R	13,680	298	$21,960	$35,150	$41,750	MT OJT	Painting Contractors Self-Employed
Roofers - install or repair the roofs of buildings by applying tile, slate, and composition roofing.	R	6,790	216	$18,860	$31,070	$37,180	MT OJT	Building Contractors Self-Employed
Sheet Metal Workers - shape sheet metal for use in heating, cooling, or roofing projects.	R	7,600	214	$26,100	$39,900	$46,800	MT OJT	Building Contractors Fabricated Metal Shops
Carpenters - use hand or power tools to build or repair wooden structures such as houses, porches, and roofs.	R	50,410	1,138	$21,910	$35,910	$42,900	LT OJT	Construction Firms Self-Employed
Electricians - install and maintain electrical wiring, equipment, or fixtures.	R	28,370	758	$29,130	$46,920	$55,820	LT OJT	Electrical Contractors Self-Employed
Plumbers & Pipefitters - build, install, or repair piping systems that are used to carry water, steam, and other gases.	R	19,880	540	$28,720	$44,180	$51,910	LT OJT	Plumbing Contractors Self-Employed
Heating, A/C & Refrigeration Mechanics - repair and install heating, air conditioning, and refrigeration systems in buildings.	R	14,850	360	$25,280	$38,620	$45,280	LT OJT	Heating & Air Conditioning Contractors Self-Employed
Construction & Extractive Worker Supervisors - coordinate the activities of construction and/or extraction workers.	ER	21,930	502	$34,060	$51,300	$59,930	WK EXP	Building Contractors Construction Firms Self-Employed
Construction & Building Inspectors - inspect new and existing structures to ensure compliance with building, zoning, and other regulations.	CR	4,490	129	$28,500	$41,530	$48,050	WK EXP	Architectural & Engineering Firms State & Local Government
Cost Estimators - prepare estimates to aid management in determining the price of a product or service.	CE	8,310	236	$32,800	$53,260	$63,490	BD	Building Contractors Construction Firms
Architects - plan and design structures such as private homes, office buildings, or factories.	ARI	4,240	99	$39,410	$61,270	$72,210	BD	Architectural & Engineering Firms Construction Firms Self-Employed

* Estimated wages

ARTS, A/V TECHNOLOGY, & COMMUNICATIONS

This occupational cluster covers the Pennsylvania Department of Education's Arts, A/V Technology & Communications career cluster.

Cluster Tidbits

- The Arts, A/V Technology, & Communications cluster workforce creates paintings, designs sculptures, operates communications equipment, and writes newspaper articles.
- Persons working in this cluster interpret and communicate information – in written, visual, and auditory forms – to the public.
- Because the job market for these careers is extremely competitive, applicants with a degree in liberal arts or a technical field will have the best chance for employment.
- Many of the occupations in this cluster have high levels of self-employment, including art directors, writers, and photographers.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Switchboard Operators - relay incoming, outgoing, and interoffice calls using a switchboard.	CRS	9,180	168★	$14,960	$21,050	$24,090	ST OJT	Business Services Firms Hospitals Physician Offices
Musicians & Singers - entertain by singing or playing instruments in an orchestra, band, or other musical group.	AES	7,770	262★	$13,410	$49,400	$67,400	LT OJT	Performing Arts Companies Religious Organizations Self-Employed
Photographers - photograph persons, subjects, or other commercial products. May develop negatives and prints.	AR	4,840	123★	$16,050	$27,960	$33,910	LT OJT	Photographic Studios Self-Employed
News Analysts - analyze, interpret, and broadcast news received from various sources.	AE	2,820	73	$18,410	$31,640	$38,250	LT OJT	Cable TV Companies Newspaper & Book Publishers Radio & TV Broadcasting Stations
Audio/Video Equipment Technicians - set up and/or operate audio/visual equipment.	CS	1,750	63	$19,280	$32,610	$39,270	LT OJT	Accounting & Bookkeeping Firms Cable TV Companies Colleges & Universities
Broadcast Technicians - set up, operate, and maintain the electronic equipment used to transmit radio and TV programs.	RA	1,190	33	$16,700	$31,380	$38,720	VOC ED	Colleges & Universities Radio & TV Broadcasting Stations Self-Employed
Graphic Designers - design or create graphics to meet specific commercial or promotional needs.	AER	8,940	240★	$21,590	$35,840	$42,960	BD	Advertising Agencies Self-Employed Specialized Design Services
Editors - coordinate and edit written material for production.	AES	4,920	151	$26,740	$49,250	$60,510	BD	Colleges & Universities Newspaper & Book Publishers Self-Employed
Writers & Authors - originate and prepare written material.	ASE	4,420	137★	$22,110	$41,720	$51,530	BD	Advertising Agencies Newspaper & Book Publishers Self-Employed
Multi-Media Artists - create special effects, animation, or other visual images for use in products or creations.	AR	1,450	43★	$32,750	$49,050	$57,200	BD	Advertising Agencies Newspaper & Book Publishers Self-Employed
Art Directors - formulate design concepts and presentation approaches.	AER	1,800	57★	$29,800	$59,320	$74,080	BD+	Advertising Agencies Management & Technical Firms Self-Employed

★ Significant opportunities exist for part-time employment

BUSINESS, LEGAL, FINANCE, INSURANCE & PUBLIC SAFETY

This occupational cluster covers the Pennsylvania Department of Education's Business, Management & Administration; Finance; Government & Public Administration; and Law, Public Safety & Security career clusters.

Cluster Tidbits

- The Business, Legal, Finance, Insurance, & Public Safety cluster is composed of very diverse occupations ranging from entry-level to managerial in nature. Individuals could be running a company, passing legislation, protecting your legal rights, trading stocks, or selling insurance.
- Many people in this cluster protect confidential information, ranging from secret company strategies to personal information on clients or citizens.
- Business, Legal, Finance, & Insurance workers often have daylight shifts and work in an office environment while many public safety agencies are in operation 24 hours/day, 7 days/week. Extremely long work hours may be required during an emergency situation.
- Public safety workers often have an overriding drive to keep people out of harm's way. They may put themselves in danger to protect others.
- The job outlook for these occupations is strong, as Pennsylvania's economy continues to shift away from goods production to service producing industries, like personnel services and financial management.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
General Office Clerks - perform a variety of office duties including record keeping, filing, and mail distribution.	C	132,900	3,124★	$14,770	$23,160	$27,360	ST OJT	Colleges & Universities Local Government Personnel Agencies
Receptionists - greet office visitors and direct them accordingly. May answer phones and perform other clerical duties.	CES	58,700	2,129★	$14,280	$21,470	$25,070	ST OJT	Dentist Offices Personnel Agencies Physician Offices
Bank Tellers - receive and pay out money. Keep records of all negotiable items involved in financial transactions.	CE	26,830	1,369★	$15,660	$20,440	$22,840	ST OJT	Financial Institutions
Security Guards - patrol grounds or stand guard at entrances to prevent theft, violence, or other violations.	SEC	40,250	1,102★	$13,590	$19,570	$22,550	ST OJT	Colleges & Universities Hospitals Investigation & Security Services
Bill & Account Collectors - locate and notify customers of delinquent accounts to solicit payment.	CE	22,770	670	$19,270	$26,560	$30,210	ST OJT	Business Services Firms Financial Institutions Technical & Trade Schools
Postal Mail Carriers - sort mail and deliver items on foot or by vehicle along an established route.	CR	15,740	498	$35,370	$44,050	$48,390	ST OJT	Postal Service
Shipping & Receiving Clerks - prepare items for shipment and maintain records on incoming and outgoing materials.	CR	29,270	411	$17,340	$26,110	$30,490	ST OJT	Department Stores Personnel Agencies Warehousing & Storage Facilities
Billing Clerks - compile data, compute charges, and prepare billing invoices.	C	22,460	371★	$19,550	$26,700	$30,280	ST OJT	Hospitals Medical & Diagnostic Laboratories Physician Offices
Customer Service Representatives - respond to customer inquiries about products and services. May also handle and resolve complaints.	CES	89,170	2,289★	$18,250	$27,220	$31,710	MT OJT	Business Services Firms Financial Institutions Insurance Carriers
Executive Secretaries - provide high-level administrative support such as conducting research and preparing reports.	CES	65,540	1,301★	$22,870	$33,270	$38,470	MT OJT	Colleges & Universities Elementary & Secondary Schools Religious Organizations
Secretaries - schedule meetings, make appointments, type letters, and handle incoming mail. May also take dictation.	CES	94,890	1,093★	$16,490	$24,780	$28,930	MT OJT	Colleges & Universities Elementary & Secondary Schools Local Government
Bookkeeping & Accounting Clerks - compute and record data about business transactions in order to keep financial records complete.	C	68,780	1,071★	$17,950	$27,570	$32,380	MT OJT	Local Government Religious Organizations Self-Employed
Correctional Officers - guard inmates in penal institutions.	RS	18,820	598	$28,830	$39,100	$44,230	MT OJT	Federal, State & Local Government
Police Officers - maintain order, protect lives and property, and enforce laws in an assigned patrol area.	RES	31,210	1,168	$29,730	$46,000	$54,140	LT OJT	State & Local Government

★ Significant opportunities exist for part-time employment

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Claims Adjusters - review claims to determine that settlements are in accordance with company procedures.	EC	13,070	244	$25,960	$42,590	$50,910	LT OJT	Insurance & Employee Benefit Funds Insurance Agencies & Brokerages Insurance Carriers
Fire Fighters - control and extinguish fires to protect people and property. Also maintain fire equipment.	RS	5,590	208	$30,980	$42,950	$48,930	LT OJT	Local Government
Compliance Officers - investigate eligibility for or conformity with laws governing contract compliance.	CE	7,290	204	$27,870	$46,010	$55,080	LT OJT	Federal, State & Local Government
Clerical Supervisors - oversee activities of clerical and support workers.	ECS	61,900	1,282	$26,380	$42,070	$49,910	WK EXP	Financial Institutions Insurance Carriers Physician Offices
Police Detectives - investigate suspected violations of the law in order to prevent or solve crimes.	ECS	3,870	135	$44,400	$57,400	$63,900	WK EXP	Federal, State & Local Government
Police & Detective Supervisors - supervise and coordinate the activities of police force members.	ESR	3,220	126	$36,030	$58,430	$69,630	WK EXP	Federal, State & Local Government
Legal Secretaries - perform secretarial duties utilizing legal terminology and documents. Assist with legal research.	CE	15,750	428★	$22,830	$34,840	$40,850	VOC ED	Law Firms Local Government
Real Estate Appraisers - appraise real property to determine its fair value.	EC	2,950	101	$21,190	$43,000	$53,910	VOC ED	Local Government Real Estate Services Self-Employed
Paralegals - help lawyers by researching law, investigating facts, and preparing legal documents for use in legal actions.	ECS	10,300	251	$26,320	$39,060	$45,430	AD	Insurance Carriers Law Firms State Government
Accountants & Auditors - analyze financial reports and offer advice to businesses or individuals.	CE	40,690	1,059	$31,960	$51,720	$61,610	BD	Accounting & Bookkeeping Firms Management & Holding Companies Self-Employed
Financial Advisors - utilize knowledge of tax and investment strategies to advise clients on financial plans.	SEC	9,810	363	$34,510	$72,620	$91,680	BD	Financial Investment Companies Security & Commodity Investment Firms Self-Employed
Training & Development Specialists - develop and conduct training programs for employees.	SEC	9,780	300	$28,320	$46,840	$56,110	BD	Insurance Carriers Management & Holding Companies Management & Technical Firms
Loan Officers - evaluate, authorize, or recommend approval of loans. Advise borrowers on their financial status and payment methods.	ESC	8,230	216	$29,370	$45,690	$53,850	BD	Credit Intermediation Firms Financial Institutions
Financial Analysts - analyze quantitative information that affects the investment programs of institutions.	ICE	8,000	209	$35,740	$58,640	$70,090	BD	Financial Institutions Financial Investment Companies Insurance Carriers

★ Significant opportunities exist for part-time employment

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Placement Specialists - recruit and place workers.	ESC	7,790	166	$27,660	$47,250	$57,040	BD	Management & Technical Firms Personnel Agencies State Government
Insurance Underwriters - review individual applications for insurance to evaluate degree of risk involved and determine acceptance.	CEI	5,240	111	$31,770	$50,590	$60,000	BD	Financial Institutions Insurance Agencies & Brokerages Insurance Carriers
General Managers - plan, direct, and coordinate the operations of a company or organization.	EC	104,920	2,717	$39,810	$84,810	$107,310	BD+	Grocery Stores Local Government Restaurants
Chief Executives - formulate policies and provide overall direction to an organization within guidelines established by a board of directors.	ECS	36,350	963	$53,490	$123,980	$159,220	BD+	Building Contractors Management & Technical Firms Self-Employed
Financial Managers - plan or direct the financial activities of a company.	EC	37,470	852	$38,610	$74,230	$92,030	BD+	Colleges & Universities Financial Institutions Management & Holding Companies
Management Analysts - analyze organizational systems and suggest improvements to allow more efficient and effective operation.	CEI	24,780	750★	$38,580	$72,950	$90,130	BD+	Management & Technical Firms Self-Employed Wired Telecommunications Carriers
Administrative Services Managers - direct and coordinate the supportive services department of an organization.	EC	17,090	471	$30,820	$59,280	$73,510	BD+	Accounting & Bookkeeping Firms Colleges & Universities Local Government
Human Resources Managers - coordinate the labor relations, personnel, and training activities of an organization.	ESC	12,610	319	$38,850	$68,270	$82,980	BD+	Data Processing Firms Management & Holding Companies Personnel Agencies
Legislators - develop laws and statutes within all levels of government. Includes all elected officials.	ECS	4,030	50	$12,530	$19,260	$22,630	BD+	State & Local Government
Lawyers - conduct civil or criminal suits, draw up documents, and advise clients about their legal rights.	E	31,280	739	$44,050	$98,870	$126,290	PROF	Law Firms Local Government Self-Employed

★ Significant opportunities exist for part-time employment

EDUCATION & TRAINING

This occupational cluster covers the Pennsylvania Department of Education's Education & Training career cluster.

Cluster Tidbits

- Individuals in the Education & Training cluster perform a very important role in our society; they teach children and adults the information and skills needed to ensure a productive career and life. They may teach math to middle school students, instruct philosophy in college, or administer an entire school district.
- College and university faculty positions generally require the highest level of education among occupations in this career cluster. Many postsecondary positions require a doctoral degree in order to obtain full-time status. Subsequently, they earn the highest average wages.
- Over 5,200 annual openings are expected for non-postsecondary teaching positions through 2012. Another 1,200 openings are projected for teacher assistant positions. Growth in child care occupations will continue as families increasingly have two working parents.
- Teachers' workdays may not end when students are dismissed. Outside of their daily school functions, educators may prepare lessons, grade homework and tests, take classes, or coach sports teams. In the summer, some teach summer school or attend classes themselves.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Child Care Workers - provide basic care for children during the day.	S	42,390	1,722★	$12,690	$17,340	$19,670	ST OJT	Child Day Care Centers Elementary & Secondary Schools Self-Employed
Teacher Assistants - assist teachers by arranging materials, keeping records, or supervising students.	SC	46,810	1,205★	$13,450	$18,590	$21,160	ST OJT	Child Day Care Centers Elementary & Secondary Schools Religious Organizations
Residential Advisors - coordinate activities for residents of boarding schools, colleges, care facilities, and other establishments.	S	7,820	297★	$15,440	$21,520	$24,560	MT OJT	Community Care Facilities Individual & Family Services Agencies Residential Mental Health Facilities
Teachers, Secondary - teach one or more subjects to high school students in public or private schools.	S	53,600	1,605	$31,660	$49,330	$58,160	BD	Elementary & Secondary Schools
Teachers, Elementary - provide basic academic and social instruction to young students in public or private schools.	S	65,620	1,596	$30,400	$48,750	$57,930	BD	Elementary & Secondary Schools
Teachers, Special Education - teach elementary or secondary school subjects to physically, emotionally, or mentally challenged students.	S	17,420	621	$32,900*	$49,190*	$57,330*	BD	Elementary & Secondary Schools
Teachers, Preschool - conduct activities designed to promote social, physical, and intellectual growth in young children, up to the age of 5.	SA	19,710	582★	$15,370	$22,300	$25,770	BD	Child Day Care Centers Elementary & Secondary Schools Religious Organizations
Teachers, Kindergarten - teach basic skills to children aged 4 to 6 years.	SA	6,390	128★	$26,070	$43,600	$52,360	BD	Child Day Care Centers Elementary & Secondary Schools
Education Administrators - plan, organize, and direct the activities of educational institutions.	SEI	18,090	617	$42,800*	$66,910*	$78,970*	BD+	Child Day Care Centers Colleges & Universities Elementary & Secondary Schools
Teachers, Postsecondary - teach one or more subjects within a prescribed postsecondary curriculum.	SIA	88,120	3,179★	$31,800*	$62,170*	$77,350*	MD	Colleges & Universities Junior Colleges
Vocational & Educational Counselors - provide educational and vocational guidance for individuals and groups.	S	10,670	250	$25,760	$43,140	$51,830	MD	Colleges & Universities Elementary & Secondary Schools Vocational Rehabilitation Services
Librarians - maintain library collections of books, audio-visual, and other materials.	ACI	6,800	167★	$27,840	$46,920	$56,460	MD	Colleges & Universities Elementary & Secondary Schools Libraries

★ Significant opportunities exist for part-time employment
* Estimated wages

HEALTH & HUMAN SERVICES

This occupational cluster covers the Pennsylvania Department of Education's Health Science and Human Services career clusters.

Cluster Tidbits

- Workers in the Health & Human Services cluster provide medical care and social support for individuals and families.
- Due to the health care needs of the growing elderly population, health & human services is one of the largest and fastest growing industry sectors in Pennsylvania. Employment prospects will be bright for those entering this field.
- Human service workers, such as psychologists, counselors, and clergy, help individuals and families identify and solve their problems.
- Health care workers provide medical diagnoses and basic care for sick or injured people. Although most interact directly with patients, healthcare technicians perform many "behind the scenes" tasks. Advancements in technology have created these specialized technical jobs.
- There are many openings in health care that require only short-term on-the-job training, such as medical assistants and home health aides. About two or three years of post-secondary education are needed for other positions such as respiratory therapists and dental hygienists.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Nursing Aides - help ensure patient comfort by answering call bells and serving food trays.	SRE	81,140	1,964★	$17,930	$22,240	$24,390	ST OJT	Hospitals Local Government Nursing Care Facilities
Personal Care Aides - assist elderly or disabled adults with daily living activities in a non-residential facility or at the person's home.	SRE	36,600	1,239★	$14,200	$18,840	$21,160	ST OJT	Community Care Facilities Private Households Residential Mental Health Facilities
Home Health Aides - provide routine, personal healthcare to elderly or disabled individuals at the person's home or in a residential care facility.	SRC	32,310	1,172★	$15,080	$19,050	$21,030	ST OJT	Community Care Facilities Home Health Care Services Residential Mental Health Facilities
Medical Assistants - schedule and prepare patients for exams and treatments. May assist the physician with routine tests.	SCR	24,050	1,062★	$19,060	$24,580	$27,340	MT OJT	Hospitals Physician Offices
Social & Human Service Assistants - assist with client services related to human issues, such as counseling and social work.	SC	19,790	804	$14,790	$22,640	$26,560	MT OJT	Accounting & Bookkeeping Firms Individual & Family Services Agencies Residential Mental Health Facilities
Dental Assistants - greet patients, schedule appointments, and keep records. May help with laboratory work.	SRE	10,540	483★	$19,300	$25,900	$29,200	MT OJT	Dentist Offices
Pharmacy Technicians - measure, mix, label, and record medications under the direction of a pharmacist.	CRI	11,870	320★	$16,200	$22,110	$25,060	MT OJT	Drug Stores Hospitals Pharmaceutical Wholesalers
Opticians - design, measure, fit, and adapt lenses and frames for clients according to written optical prescription or specification.	ECR	2,890	73★	$16,460	$25,910	$30,630	LT OJT	Optical Goods Stores Optometrist Offices Physician Offices
Licensed Practical Nurses - care for patients who are less than acutely ill or assist registered nurses with seriously ill patients.	SRI	39,500	1,094★	$25,940	$35,400	$40,130	VOC ED	Hospitals Nursing Care Facilities Physician Offices
Emergency Medical Technicians - administer first aid treatment to patients as they are transported to a hospital or other medical facility.	SRI	18,170	585	$17,100	$24,670	$28,450	VOC ED	Ambulance Service Companies Hospitals Local Government
Medical Secretaries - perform secretarial duties utilizing knowledge of medical terminology and hospital, clinic, and laboratory procedures.	CE	14,390	327★	$18,430	$25,290	$28,720	VOC ED	Hospitals Physician Offices
Medical Transcriptionists - transcribe dictation, translate medical jargon and abbreviations into their expanded forms, and edit medical reports.	R	7,340	196★	$21,330	$27,040	$29,900	VOC ED	Hospitals Physician Offices
Massage Therapists - massage customers for hygienic or remedial purposes.	SR	3,430	133★	$12,530	$29,890	$38,570	VOC ED	Personal Care Services Self-Employed
Registered Nurses - provide nursing care to sick or injured persons. May administer medications and treatments as directed by the attending physician.	SIR	136,910	4,111★	$37,250	$51,410	$58,490	AD	Hospitals Nursing Care Facilities Physician Offices

★ Significant opportunities exist for part-time employment

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Medical & Clinical Laboratory Technicians - perform routine tests for use in the treatment and diagnosis of diseases.	RIC	9,580	300★	$23,020	$32,750	$37,610	AD	Hospitals Medical & Diagnostic Laboratories Physician Offices
Dental Hygienists - perform dental treatments to prevent tooth decay and other diseases. May instruct patients in proper tooth care.	SCR	9,480	298★	$30,170	$46,890	$55,250	AD	Dentist Offices
Medical Records Technicians - compile, process, and maintain medical records of hospital and clinic patients.	CR	7,520	243★	$18,490	$27,650	$32,230	AD	Hospitals Nursing Care Facilities Physician Offices
Radiological Technologists - take CAT scans and X-rays or administer non-radioactive materials into patient's blood stream for diagnostic purposes.	RIC	9,510	222★	$30,320	$40,270	$45,240	AD	Hospitals Medical & Diagnostic Laboratories Physician Offices
Respiratory Therapists - assess, treat, and care for patients with breathing problems and disorders.	IRS	4,990	208★	$32,200	$41,390	$45,990	AD	Hospitals Physician Offices
Cardiovascular Technologists - conduct tests on pulmonary and/or cardiovascular systems of patients for diagnostic purposes.	IRS	2,750	84★	$21,680	$35,620	$42,580	AD	Federal Government Hospitals Physician Offices
Diagnostics Medical Stenographers - produce ultrasonic recordings of internal organs for use by physicians.	IR	2,250	56★	$38,240	$47,930	$52,780	AD	Hospitals Medical & Diagnostic Laboratories Physician Offices
Social Workers - counsel or aid individuals and families who require social service assistance.	S	32,170	1,014	$22,650*	$33,710*	$39,240*	BD	Hospitals Individual & Family Services Agencies State & Local Government
Social Service Managers - coordinate the activities of a social service program or community outreach organization.	SEA	7,590	259	$28,290	$50,690	$61,890	BD	Civic & Social Organizations Individual & Family Services Agencies Local Government
Medical & Clinical Laboratory Technologists - perform complex medical laboratory tests for diagnosis, treatment, and prevention of disease.	IR	6,670	194★	$32,800	$43,090	$48,230	BD	Hospitals Medical & Diagnostic Laboratories Physician Offices
Occupational Therapists - plan and conduct rehabilitative programs that help disabled individuals perform everyday tasks.	SRI	4,980	147★	$39,070	$55,040	$63,020	BD	Hospitals Occupational Therapy Facilities
Physician Assistants - care for patients under the supervision of a doctor. May gather patient histories or order laboratory tests.	ISA	3,420	128★	$41,760	$60,530	$69,920	BD	Hospitals Physician Offices
Dietitians & Nutritionists - organize nutritional food service programs to assist in the promotion of health and control of disease.	IES	3,080	108★	$26,040	$40,500	$47,730	BD	Food Service Contractors Hospitals Residential Care Facilities

★ Significant opportunities exist for part-time employment
* Estimated wages

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Health Services Managers - plan, direct, and coordinate the delivery of health care services.	ESI	13,260	428	$44,870	$75,030	$90,110	BD+	Hospitals Local Government Physician Offices
Mental Health Counselors - counsel individuals with emphasis on prevention, and promote optimum mental health.	S	9,680	371	$19,500	$28,160	$32,490	MD	Individual & Family Services Agencies Residential Care Facilities Residential Mental Health Facilities
Clergy - provide spiritual and moral guidance through worship services or other religious functions.	S	12,230	318	$17,620	$32,290	$39,630	MD	Hospitals Nursing Care Facilities Religious Organizations
Physical Therapists - develop and organize rehabilitative programs to help patients recover from or adjust to injuries or disabilities.	SRI	9,550	270★	$45,190	$61,000	$68,910	MD	Hospitals Physical Therapy Facilities Physician Offices
Clinical & School Psychologists - diagnose and treat mental disorders, learning disabilities, and cognitive, behavioral, and emotional problems.	ISA	7,210	261★	$30,040	$54,010	$66,000	MD	Elementary & Secondary Schools Individual & Family Services Agencies Self-Employed
Physicians & Surgeons - diagnose and treat physical or mental disorders. May specialize in surgery, obstetrics, psychiatry, etc.	IES	26,680	603	$55,900*	$139,620*	(1)	PROF	Hospitals Physician Offices Self-Employed
Pharmacists - compound and dispense medications following the prescriptions issued by medical practitioners.	IC	11,970	366★	$58,900	$74,150	$81,780	PROF	Drug Stores Grocery Stores Hospitals
Dentists - diagnose and treat diseases, injuries, and malformations of teeth, gums, and related oral structures.	IRS	4,780	89★	$60,620	$127,530	$160,990	PROF	Dentist Offices Self-Employed
Chiropractors - adjust the spinal column and bone joints in order to prevent diseases and correct abnormalities of the human body.	IRS	2,300	85★	$29,160	$64,250	$81,790	PROF	Chiropractic Offices Self-Employed
Optometrists - diagnose and treat conditions of the human eye and visual system. May prescribe corrective lenses and procedures.	IRS	1,470	57★	$33,390	$83,050	$107,870	PROF	Optometrists Offices Physician Offices Self-Employed

★ Significant opportunities exist for part-time employment
* Estimated wages
(1) Due to limitations in collection methodology, experienced wages may be omitted in some instances.

HOSPITALITY, TOURISM, SALES & REPAIR

This occupational cluster covers the Pennsylvania Department of Education's Hospitality & Tourism and Marketing, Sales & Service career clusters.

Cluster Tidbits

- Workers in the Hospitality, Tourism, Sales, & Repair cluster cut your hair, make travel reservations, sell various products, fix automobile engines, or repair industrial machinery.
- Retail job openings will continue to be numerous as a result of the state's growing population. Entry-level positions, such as retail salespersons and cashiers, make up the majority of retail jobs. With experience, workers can advance into supervisory or marketing and purchasing positions.
- Many part-time opportunities exist in this cluster, making these occupations appealing to students, working parents, and the elderly.
- Occupations involved with hotels and restaurants will experience growth as Pennsylvania's hospitality and tourism industries grow. The state's cultural, historical, and recreational attractions draw tourists from around the nation and the world.
- Because technology has advanced so rapidly in recent years, job opportunities in the repair and service fields are best for persons who complete a vocational-technical program in high school or at a community college.
- Wages for occupations in this cluster may seem low but actual earnings are often subsidized by tips and commissions. Hard work and a good attitude can significantly increase one's earnings.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Food & Beverage Servers - provide food and beverage service to customers. May seat patrons, mix drinks, or serve food.	RES	244,970	12,832★	$12,440*	$15,270*	$16,680*	ST OJT	Drinking Places Eating Places (Limited-Service) Restaurants
Cashiers - receive and distribute money in payment for goods or services.	CER	170,380	8,746★	$12,610	$15,800	$17,390	ST OJT	Drug Stores Gasoline Stations Grocery Stores
Retail Salespersons - sell a variety of products, including furniture, motor vehicles, and clothing.	ES	181,510	6,902★	$13,410	$21,080	$24,920	ST OJT	Building Material & Supplies Stores Clothing Stores Department Stores
Cooks & Food Preparation Workers - prepare and cook food in restaurants, schools, and other establishments.	RCE	127,070	4,676★	$13,420*	$17,740*	$19,900*	ST OJT	Eating Places (Limited-Service) Elementary & Secondary Schools Restaurants
Janitors & Cleaners - keep buildings clean by operating cleaning equipment and removing trash.	R	111,010	2,636★	$14,320	$20,810	$24,060	ST OJT	Building Services Firms Colleges & Universities Elementary & Secondary Schools
Stock Clerks - receive and store materials, equipment, and other items from stockrooms and warehouses.	CRE	66,300	2,150★	$13,850	$20,880	$24,400	ST OJT	Department Stores Grocery Stores
Maids & Housekeepers - maintain clean and orderly conditions in commercial establishments or private households.	R	40,520	1,194★	$13,680	$17,890	$20,000	ST OJT	Hospitals Hotels & Motels Nursing Care Facilities
Counter & Rental Clerks - receive orders and payments for rentals, repairs, and other services.	CER	21,290	923★	$12,530	$19,110	$22,390	ST OJT	Amusement & Recreation Companies Drycleaning & Laundry Companies Rental Stores
Hotel Desk Clerks - accommodate hotel, motel, and resort patrons during their stay.	CES	6,850	376★	$14,000	$18,150	$20,220	ST OJT	Hotels & Motels
Maintenance & Repair Helpers - assist with the installation, maintenance, and repair of vehicles, industrial machinery, and other equipment.	R	8,290	320★	$15,270	$23,900	$28,210	ST OJT	Automotive Repair Shops Building Contractors
Sales Representatives - sell goods for wholesalers or manufacturers to businesses or groups of individuals.	ES	81,960	2,680	$28,090*	$52,650*	$64,930*	MT OJT	Self-Employed Wholesale Companies
Product Promoters - demonstrate merchandise and answer questions for the purpose of creating public interest in buying the product.	ERS	6,170	210★	$15,160	$23,280	$27,340	MT OJT	Business Support Services General Merchandise Stores Self-Employed
Parts Salespersons - sell spare or replacement parts and equipment in repair shops or parts stores.	ERC	8,790	207	$15,900	$25,120	$29,730	MT OJT	Auto Parts & Tire Stores Automobile Dealers Motor Vehicle Wholesalers
General Maintenance Workers - perform maintenance on various machines, equipment, or structures to keep them in good working condition.	R	64,030	1,552	$20,020	$31,130	$36,690	LT OJT	Colleges & Universities Local Government Real Estate Firms

★ Significant opportunities exist for part-time employment
* Estimated wages

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Auto Body Repairers - repair and refinish automotive vehicle bodies and straighten frames.	R	11,040	300	$20,960	$33,020	$39,050	LT OJT	Automobile Dealers Automotive Repair Shops
Bakers - mix and bake ingredients according to recipes.	R	11,790	284★	$14,420	$21,670	$25,290	LT OJT	Bakery Product Manufacturers Grocery Stores Retail Bakeries
Telecommunications Line Installers & Repairers - string and repair telephone and television cable for transmitting messages or TV programming.	R	6,740	252	$28,200	$44,750	$53,030	LT OJT	Building Contractors Cable TV Companies Wired Telecommunications Carriers
Industrial Machinery Mechanics - install, repair, or maintain machinery and distribution systems used for industrial production and processing.	R	9,280	167	$28,350	$38,780	$44,000	LT OJT	Converted Paper Product Manufacturers Electric Companies Wholesale Companies
Retail Sales Supervisors - directly supervise sales workers in retail establishments or departments.	ECS	71,970	1,609	$21,820	$35,250	$41,970	WK EXP	Clothing Stores Grocery Stores Self-Employed
Food Worker Supervisors - directly supervise workers engaged in preparing and serving food.	ERC	21,400	608	$17,620	$28,790	$34,380	WK EXP	Eating Places (Limited-Service) Elementary & Secondary Schools Restaurants
Maintenance & Repair Worker Supervisors - coordinate the activities of mechanics, installers, and repairers.	ERC	17,750	522	$33,150	$49,850	$58,190	WK EXP	Automobile Dealers Automotive Repair Shops Local Government
Auto Mechanics - adjust, repair, and overhaul cars.	R	41,210	1,260	$19,210	$31,670	$37,900	VOC ED	Automobile Dealers Automotive Repair Shops Self-Employed
Hairstylists - shampoo, cut, color, and style hair. May also apply makeup, dress wigs, and perform electrolysis.	EAS	37,060	1,012★	$12,640	$19,040	$22,230	VOC ED	Beauty Parlors Department Stores Self-Employed
Computer, ATM & Office Machine Repairers - repair, maintain, or install computers, word processing systems, ATMs, and electronic office machines.	RC	7,670	466	$23,040	$35,330	$41,470	VOC ED	Commercial Equipment Wholesalers Electronic Equipment Repair Shops Electronics & Appliance Stores
Bus & Truck Mechanics - repair and maintain trucks, buses, and other diesel engines.	R	15,590	454	$23,340	$33,690	$38,870	VOC ED	Automotive Repair Shops Freight Trucking Companies Local Government
Fitness Trainers - instruct groups or individuals in exercise activities and the fundamentals of sports.	SRE	10,690	438★	$14,200	$23,240	$27,760	VOC ED	Amusement & Recreation Companies Civic & Social Organizations Schools & Instruction Facilities
Real Estate Agents - rent, buy, or sell property to clients.	ECS	7,670	205★	$20,290	$39,820	$49,580	VOC ED	Real Estate Agencies Real Estate Lessors Self-Employed
Mobile Heavy Equipment Mechanics - diagnose, adjust, repair, or overhaul mobile mechanical, hydraulic, and pneumatic equipment.	R	5,090	120	$27,420	$36,530	$41,080	VOC ED	Federal & State Government Machinery & Supply Wholesalers
Insurance Sales Agents - sell life, property, health, automotive, and other types of insurance.	ESC	20,840	629	$24,410	$53,000	$67,300	BD	Insurance Agencies & Brokerages Insurance Carriers Self-Employed

★ Significant opportunities exist for part-time employment

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Recreation Workers - organize group recreation activities in public, private, or volunteer agencies.	SAR	12,000	428★	$13,030	$20,210	$23,790	BD	Civic & Social Organizations Local Government Nursing Care Facilities
Securities Sales Representatives - buy and sell securities in investment or trading firms.	ECS	14,790	360	$29,080	$71,430	$92,600	BD	Financial Institutions Investment Pools & Funds Security & Commodity Investment Firms
Purchasing Agents - purchase machinery or equipment necessary for the operation of an establishment.	EC	10,250	277	$30,630	$48,470	$57,390	BD	Federal Government Hospitals Management & Holding Companies
Public Relations Specialists - use various communications media to promote ideas, services, or products.	EAS	4,800	143	$24,660	$42,440	$51,330	BD	Advertising Agencies Colleges & Universities Religious Organizations
Sales Managers - coordinate the sales distribution or movement of a product or service to the customer.	EC	19,580	643	$41,640	$82,210	$102,490	BD+	Automobile Dealers Financial Institutions Management & Holding Companies
Marketing Managers - determine the demand for products and services, develop pricing strategies, and identify potential customers.	EC	10,580	295	$43,780	$81,960	$101,050	BD+	Computer Systems Design Services Insurance Carriers Management & Holding Companies
Advertising & Promotions Managers - plan and direct advertising policies and programs.	AES	3,700	110	$33,070	$64,340	$79,970	BD+	Advertising Agencies Newspaper & Book Publishers Radio & TV Broadcasting Stations
Public Relations Managers - plan and direct public relations programs for an employer or client.	EC	3,890	107	$35,180	$64,390	$78,990	BD+	Colleges & Universities Insurance Carriers Religious Organizations

★ Significant opportunities exist for part-time employment

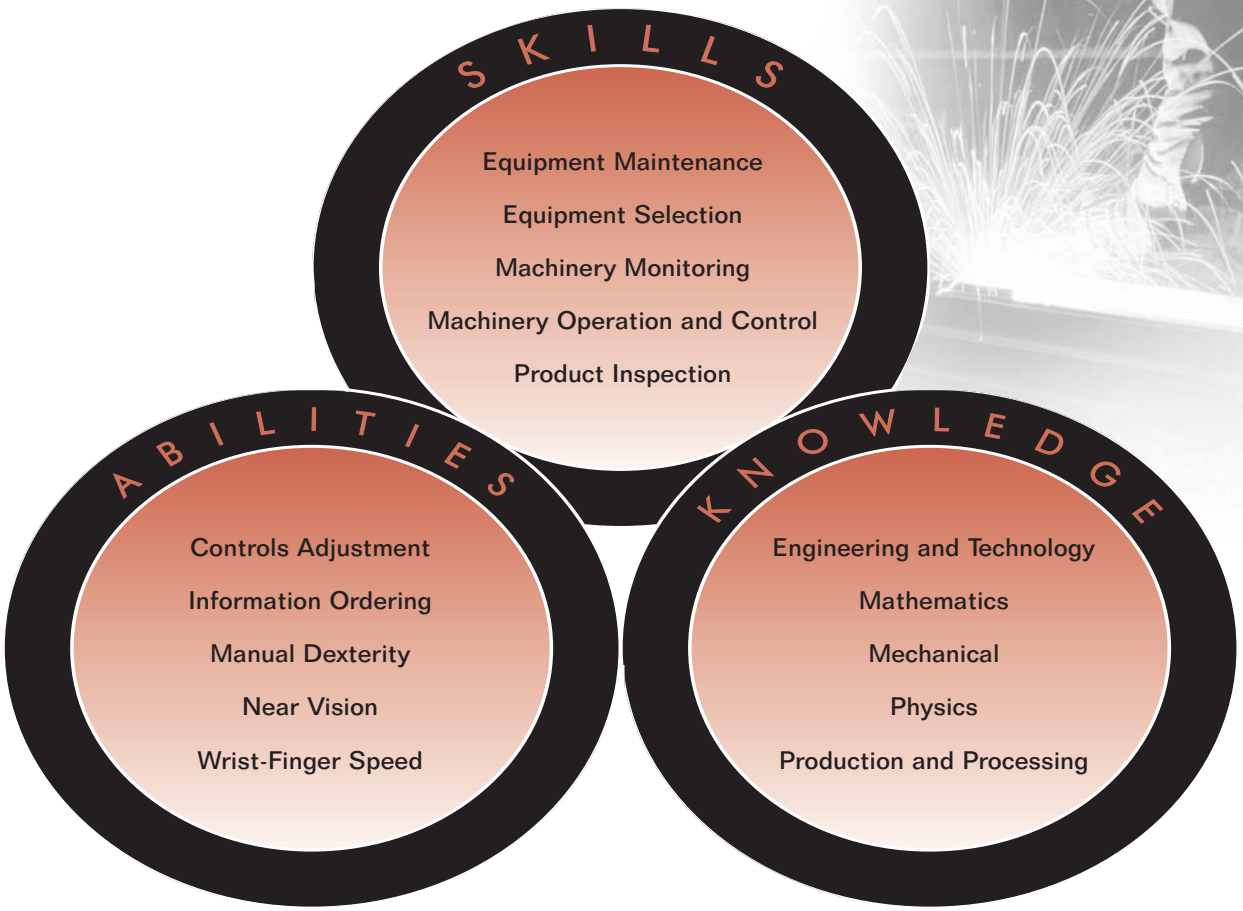
MANUFACTURING

This occupational cluster covers the Pennsylvania Department of Education's Manufacturing career cluster.

Cluster Tidbits

- Workers in the Manufacturing cluster set up and/or operate machinery that makes a variety of products that are used by consumers or businesses. In most of these jobs, workers must be able to perform physical activities for long periods of time.
- While some manufacturing jobs require technical school training, most can be learned through on-the-job training. In many of these occupations, computers are drastically changing the nature of production work.
- Despite recent declines in manufacturing industries, these workers still account for nearly 8.5% of Pennsylvania's employment and generally earn higher wages than the average worker in private industry.
- Evening and night shifts are common in manufacturing occupations. Factories often utilize multiple shifts and extended hours to maximize production.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?



Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Production Worker Helpers - assist production workers by performing duties of a lesser skill.	R	20,590	405★	$15,650	$23,240	$27,040	ST OJT	Converted Paper Product Manufacturers Personnel Agencies Printing Presses
Packaging & Filling Machine Operators - tend to machines used to prepare industrial or consumer products for storage or shipment.	R	16,660	354	$17,740	$25,710	$29,690	ST OJT	Beverage Manufacturing Personnel Agencies Sugar & Candy Manufacturers
Machine Feeders & Offbearers - feed or remove materials from equipment that is automatic or tended by other workers.	R	7,970	138	$18,470	$25,270	$28,680	ST OJT	Iron & Steel Mills Plastic Products Manufacturers Printing Presses
Team Assemblers - work as part of a team to assemble an entire product or component of a product.	RC	38,560	703	$17,570	$25,130	$28,920	MT OJT	Motor Vehicle Manufacturers Plastic Products Manufacturers
Production Inspectors & Testers - inspect, test, or weigh assembled parts and products for defects, wear, and deviations from specifications.	RC	22,990	425	$20,630	$31,340	$36,700	MT OJT	Architectural & Engineering Firms Glass Products Manufacturers Plastic Products Manufacturers
Printing Machine Operators - set up and operate various printing machines to produce print on paper or other materials.	RC	11,750	250	$18,890	$31,330	$37,560	MT OJT	Printing Presses
Molding Machine Operators - operate molding machines to mold metal or thermoplastic parts.	R	8,190	203	$19,500	$27,090	$30,890	MT OJT	Plastic Products Manufacturers
Machinists - make or repair metal parts for machines.	R	17,720	381	$23,100	$32,980	$37,920	LT OJT	Fabricated Metal Shops Machine Shops Metalworking Manufacturers
Cabinetmakers - cut, shape, and assemble wooden articles or set up a variety of woodworking machines.	R	6,030	156	$17,740	$26,750	$31,260	LT OJT	Furniture Manufacturers Self-Employed
Computer-Controlled Machine Tool Operators - operate automatic machine tools to produce metal or plastic parts.	R	8,750	140	$22,060	$31,700	$36,520	LT OJT	Fabricated Metal Shops Machine Shops Plastic Products Manufacturers
Tool & Die Makers - use machines to make molds, fixtures, and dies that are used by other machinists to manufacture metal products.	R	5,610	112	$28,900	$39,010	$44,070	LT OJT	Metalworking Manufacturers Tool & Die Shops
Production Workers Supervisors - coordinate the activities of production and operating workers.	ERC	35,100	750	$30,030	$46,390	$54,570	WK EXP	Fabricated Metal Shops Plastic Products Manufacturers Printing Presses
Welders - make or repair products by using heat and pressure to join metal pieces together.	R	17,650	539	$23,360	$32,190	$36,600	VOC ED	Fabricated Metal Shops Machinery Manufacturers Motor Vehicle Manufacturers
Mechanical Drafters - prepare detailed working diagrams of machinery and mechanical devices.	RCI	4,810	118	$27,690	$44,110	$52,330	VOC ED	Architectural & Engineering Firms Metalworking Manufacturers Railroad Car Manufacturers
Industrial Production Managers - plan and coordinate the work activities and resources necessary for the manufacturing process.	EC	10,220	197	$40,470	$69,230	$83,600	BD	Converted Paper Product Manufacturers Pharmaceutical Manufacturers Printing Presses

★ Significant opportunities exist for part-time employment

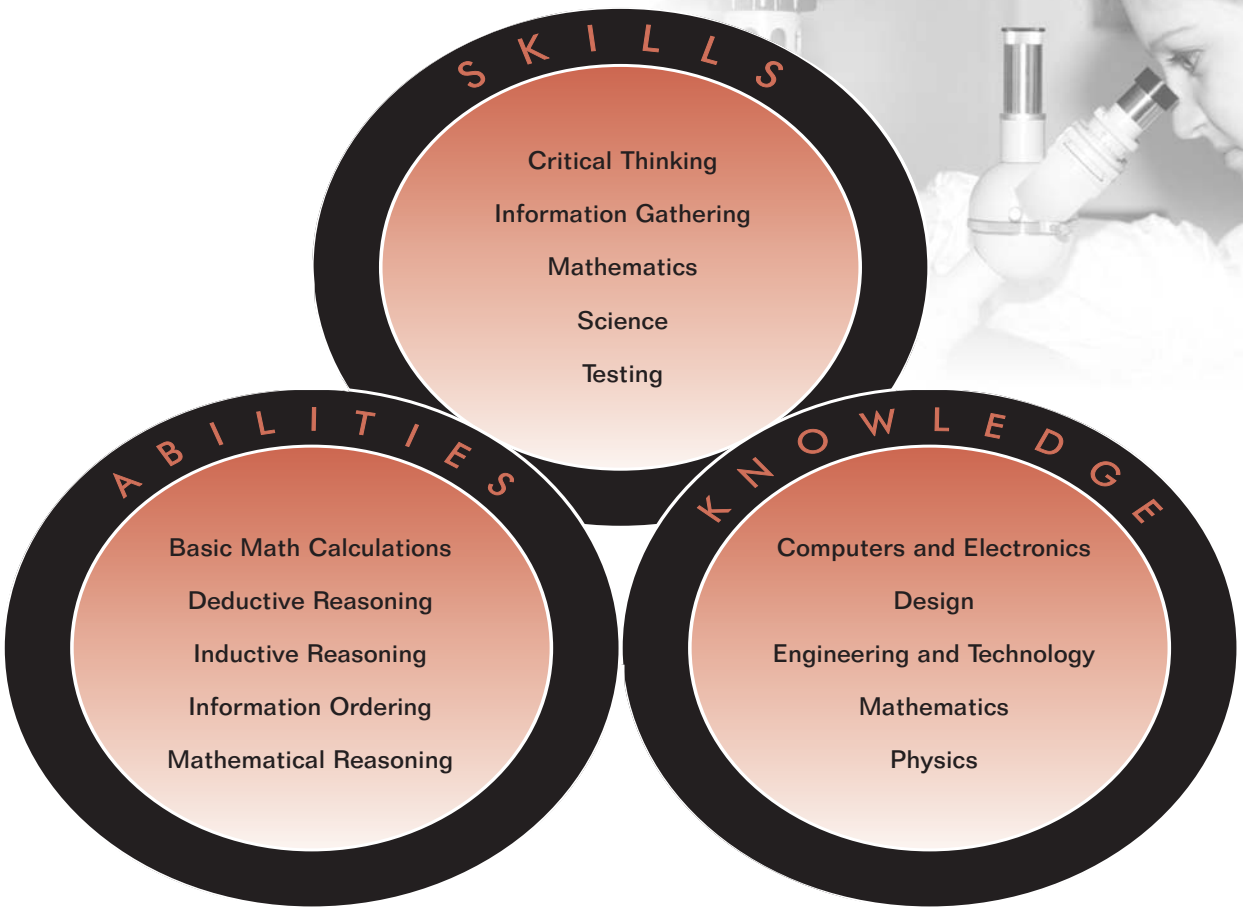
SCIENCE, ENGINEERING & INFORMATION TECHNOLOGY

This occupational cluster covers the Pennsylvania Department of Education's Information Technology and Science, Technology, Engineering & Mathematics career clusters.

Cluster Tidbits

- Science, Engineering, & Information Technology workers may help find a cure for cancer, design a production line, or install software on computers.
- Engineers improve and update product designs as technology changes to ensure that companies have efficient, profitable manufacturing processes. Engineers must have a bachelor's degree or higher, while engineering technicians need an associate's degree.
- Growth in the science and research component of this cluster is highlighted by the increased demand for biological and medical scientists. These positions will become more plentiful as breakthroughs like solving the DNA chain puzzle continue.
- Information technology is one of the fastest changing career fields. Most of these jobs require a bachelor's degree, but persons with certification and practical experience may be hired into lower level positions. Job prospects will be best for those up to date with the latest hardware and software technology.
- Computers have become commonplace in many industries because of user-friendly software. As a result, computer-related jobs will account for almost 4,000 annual openings. Network analysts are projected to grow at the fastest rate, more than doubling in volume by 2012.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?



Source: O*Net Database, US Department of Labor's Employment and Training Administration.

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
Computer Support Specialists - provide technical assistance, in person or by phone, to computer users.	CIR	24,240	629	$24,890	$39,890	$47,390	AD	Colleges & Universities Computer Systems Design Services Elementary & Secondary Schools
Elec. Engineering Technicians - design, build, test, modify, and repair electrical and electronic equipment.	RIC	8,180	184	$28,190	$43,360	$50,950	AD	Communications Equipment Manufacturers Electronic Instrument Manufacturers Electronics Manufacturers
Systems Analysts - analyze business and scientific problems for application to electronic data processing systems.	ICR	23,220	667	$43,990	$64,460	$74,690	BD	Computer Systems Design Services Federal Government Insurance Carriers
Computer Programmers - develop or write programs to store, find, or retrieve information.	IRC	22,570	597	$34,680	$58,800	$70,860	BD	Colleges & Universities Computer Systems Design Services Data Processing Firms
Applications Software Engineers - develop and modify computer applications software. May design customized software.	IRC	13,850	484	$47,280	$68,590	$79,250	BD	Computer Systems Design Services Investment Pools & Funds Management & Technical Firms
Network Systems Administrators - install, configure, and support an organization's network systems.	IRC	13,260	380	$38,760	$56,910	$65,980	BD	Colleges & Universities Computer Systems Design Services Elementary & Secondary Schools
Systems Software Engineers - research, design, develop, and test operating systems-level software.	IRC	10,040	329	$54,060	$75,120	$85,650	BD	Computer Systems Design Services Management & Technical Firms Wired Telecommunications Carriers
Mechanical Engineers - plan or design tools, engines, or other mechanical equipment.	RI	8,470	231	$44,560	$63,470	$72,920	BD	Architectural & Engineering Firms Federal Government Management & Technical Firms
Database Administrators - coordinate changes to computer databases or code.	ICR	5,740	191	$33,540	$60,270	$73,630	BD	Computer Systems Design Services Management & Holding Companies State Government
Chemists - conduct chemical analyses or experiments in laboratories for quality control or new product development.	IR	4,740	178	$34,720	$57,530	$68,930	BD	Architectural & Engineering Firms Pharmaceutical Manufacturers Research & Development Firms
Industrial Engineers - design, develop, test, and evaluate integrated systems for managing industrial production.	EIR	6,570	178	$43,060	$63,630	$73,920	BD	Architectural & Engineering Firms Plastic Products Manufacturers Research & Development Firms
Computer Managers - coordinate the activities of computer-related workers.	ECI	16,310	558	$52,860	$87,350	$104,600	BD+	Colleges & Universities Computer Systems Design Services State Government
Medical Scientists - conduct research in order to understand human diseases and improve human health.	IRS	6,890	209	$27,310	$59,930	$76,240	PhD	Colleges & Universities Pharmaceutical Manufacturers Research & Development Firms
Biochemists & Biophysicists - conduct research on living cells and organisms in order to gain knowledge of complex biological processes.	IRC	1,790	84	$49,920	$72,390	$83,630	PhD	Pharmaceutical Manufacturers Research & Development Firms

TRANSPORTATION, DISTRIBUTION & LOGISTICS

This occupational cluster covers the Pennsylvania Department of Education's Transportation, Distribution & Logistics career cluster.

Cluster Tidbits

- Workers in the Transportation, Distribution,& Logistics cluster may fly a plane, stack a pallet with merchandise in a warehouse, or perform logistical analysis to find the most efficient route to ship products.
- In business, getting products from point A to point B as quickly as possible is very important. This is evident in the growth of the air and trucking transportation industries and declines in railroad and water transport.
- The skills and training needed by air transportation workers range from extensive specialized training for pilots to minimal on-the-job training for ground crews and baggage handlers.
- Pennsylvania serves as an important link to and from the northeastern United States. Because distribution centers are frequently opened near major transportation routes, many transportation and distribution workers are found in areas where multiple highways converge or where airports are located – such as Philadelphia, Pittsburgh, and South Central Pennsylvania.

What Skills, Abilities, and Knowledge are important to workers in this career cluster?

*Source: O*Net Database, US Department of Labor's Employment and Training Administration.*

Occupational Description	Interest Code	Employment Outlook		November 2003 Wage Data			Training Level	Examples of Major Employers
		Projected 2012	Openings per Year	Entry	Average	Experienced		
General Laborers - manually move freight, stock, or other materials.	R	86,240	2,644★	$15,790	$24,220	$28,430	ST OJT	Courier Firms Personnel Agencies Warehousing & Storage Facilities
Truck Drivers, Light - drive a small truck, van, or automobile to deliver or pick up merchandise.	R	57,030	1,026★	$15,150	$25,730	$31,020	ST OJT	Courier Firms Freight Trucking Companies Self-Employed
Hand Packers & Packagers - pack or package a wide variety of products and materials by hand.	R	45,110	917★	$14,420	$20,470	$23,500	ST OJT	Grocery Stores Personnel Agencies Plastic Products Manufacturers
Industrial Truck & Tractor Operators - use industrial machinery to move materials around a factory, storage yard, warehouse, or other location.	R	32,740	802	$21,460	$28,430	$31,920	ST OJT	Converted Paper Product Manufacturers Freight Trucking Companies Warehousing & Storage Facilities
School Bus Drivers - transport students or special clients, such as the elderly or disabled persons.	RSC	23,770	543★	$13,240	$22,070	$26,480	ST OJT	Child Day Care Centers Elementary & Secondary Schools School Bus Companies
Production Clerks - coordinate the flow of work and materials within or between departments according to a production schedule.	CE	14,220	373	$23,720	$36,580	$43,010	ST OJT	Iron & Steel Mills Management & Holding Companies Printing Presses
Sales Route Drivers - drive vehicles within established routes or territories to sell goods.	ERS	18,160	295	$12,530	$22,180	$27,000	ST OJT	Eating Places (Limited-Service) Restaurants Self-Employed
Refuse Collectors - collect and dump refuse or recyclable materials from containers into trucks.	R	5,420	141	$18,500	$28,420	$33,380	ST OJT	Local Government Waste Collection Companies Waste Treatment & Disposal Firms
Truck Drivers, Heavy - drive large tractor-trailers to transport and deliver goods and materials.	R	92,760	2,364	$24,650	$35,540	$40,980	MT OJT	Freight Trucking Companies Self-Employed
Bus Drivers, Transit & Intercity - drive a bus or motor coach, including regular routes, charters, and private carriages.	RSC	12,580	289★	$17,580	$25,000	$28,710	MT OJT	Charter Bus Companies State & Local Government
Dispatchers - schedule and dispatch workers, work crews, equipment, or service vehicles.	CR	5,660	134	$20,130	$31,590	$37,330	MT OJT	Freight Trucking Companies Local Government
Transportation Worker Supervisors - coordinate the activities of transportation workers and material moving equipment operators.	ERC	9,200	256	$28,820	$46,030	$54,640	WK EXP	Courier Firms Freight Trucking Companies Local Government
Laborer & Material Mover Supervisors - coordinate the activities of helpers, laborers, or material movers.	ECR	6,700	189	$28,240	$42,920	$50,260	WK EXP	Freight Trucking Companies Grocery Wholesalers Warehousing & Storage Facilities
Airline Pilots & Flight Engineers - navigate the flight of multi-engine aircraft for the transport of passengers and cargo.	REI	3,530	129	(1)	(1)	(1)	BD	Air Transportation Companies

★ Significant opportunities exist for part-time employment

(1) Pennsylvania wage information was not available for this occupation. However, the national average wage for airline pilots was $129,230.

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THE JOURNEY BEGINS IN HIGH SCHOOL

Education is the key to your future. It is more important than ever to continually learn new skills and adapt to change. This section describes programs and education options that are available in Pennsylvania.

High School - GED

Most occupations listed in the Career Guide require at least a high school diploma. If you are an adult who has not finished high school, you may be able to get a Commonwealth Secondary School Diploma through the General Educational Development (GED) tests. The GED test measures major skills learned in high school - in reading, writing, math, science and social studies. Spanish and French editions of the GED tests are available on request. For more information on the Commonwealth Secondary School Diploma and GED tests, contact your local high school guidance counselor, the local PA CareerLink, or community college admissions office. A list of local GED centers is available by writing or calling:

GED Administrator
PA Department of Education
333 Market Street
P.O. Box 911
Harrisburg, PA 17126-0333
Phone: 717-787-6747

Vocational-Technical Education

More and more people are discovering the benefits of vocational-technical education. These programs help students and adults develop skills that can lead directly to satisfying jobs or can assist in preparing for college. Career and Technology Centers (CTCs) and Area Vocational-Technical Schools (AVTSs) train students for jobs in marketing, health services, construction trades, industrial technologies, business, and many other fields.

Where are these CTCs and AVTSs? Approximately 90 percent of Pennsylvania's 501 school districts offer training through 83 schools across the state. There are also many private, state-licensed vocational schools that offer training after high school. Community colleges and other postsecondary training institutions now include programs in their curriculum that prepare students for immediate employment.

If you want to learn more about vocational education and training, contact your local high school or other education counselor. Learn where the public and private vocational schools are and visit them. Each school has professionals who can help you make realistic and informed occupational and educational choices.

Pennsylvania Skills Certificate

High school students who complete a vocational-technical program and master specific vocational skills can receive a Pennsylvania Skills Certificate along with their diploma. This certificate rewards vocational-technical students for excellence in their studies. It also provides students with an important tool for getting a job. Potential employers will know that an applicant has the vocational and technical skills necessary to do the work. In order to receive the Skills Certificate, students must pass a performance and knowledge test in their area of study. Certificates are awarded in 58 vocational and technical courses. The performance test is administered in a school shop, lab or other appropriate setting to measure the required skills in a particular occupation.

Tech Prep

To be competitive when you enter the technical job market upon graduation, you need to stand out from other job seekers. The time to start planning is now! Tech Prep is a dynamic partnership between high schools, colleges and employers working together to create a focused sequence of advanced technical and academic courses for students interested in pursuing careers in technical fields. Tech Prep programs provide a coordinated high school-to-college pathway that leads to an associate degree, two-year certificate, or apprenticeship. These programs offer technical preparation in a career field, such as the state-of-the-art technologies used in manufacturing, information science, transportation, health care, and agriculture. Students benefit from advanced academic studies in math, science, and communication that are integrated with technical and scientific skills obtained through work-based learning opportunities, such as co-op, job shadowing, internships and apprenticeships. For more information on Tech Prep, contact Susan Will, Tech Prep Coordinator, at 717-787-8804.

Education for School-Age Parents

If you are a teenage parent or parent-to-be, it is important that you finish your high school education. All public high schools serve pregnant and parenting students up to 21 years of age. More than one-third of all school districts now have special programs for this group of students, offering child care services, vocational and social counseling, and classes on raising children.

If you are a teenager who is — or soon will be — a parent, but would like to get your high school diploma, contact your school guidance counselor for more information on how you can stay in school until graduation or how you can return to high school to get that all-important diploma.

continued on next page

THE JOURNEY BEGINS IN HIGH SCHOOL *continued*

Community College

Community colleges offer two-year programs that lead to an associate degree or a certificate in arts or science. These programs provide the specific skills and knowledge to enter many technical, business, and health-related occupations after graduation. In many cases, the credits earned may be applied toward a four-year degree. The cost of attending a community college is often much lower than tuition at a four-year college. In addition, many community colleges can design and teach programs to prepare students for occupations specific to the local area. This feature makes community colleges particularly attractive to those who do not wish to relocate after earning their degree.

Private Business School

Private business schools offer programs that lead to an associate degree or a certificate. Programs cover many of the occupations found in the business world, ranging from accounting and CAD technology to secretarial science and inventory management. The length of time required to complete a program depends on the school curriculum and the program chosen. Certification as a computer entry operator, for example, may take nine months, while an associate degree in secretarial science may take two years.

Private Trade School

Private trade schools provide their students with the skills needed for trades such as carpentry, masonry, auto mechanics, and electronics. The length of time required to complete a program depends on the school curriculum and the trade chosen. The cost of a trade school education is comparable to community colleges and business schools. However, students may be expected to purchase their own tools for some trades such as auto mechanics or carpentry.

Private Technical School

Private technical schools prepare students for technical occupations such as computer technician, radiograph medical technician, dental and medical laboratory technician, and mechanical design technician. The length of time required to complete a program depends on the course of study chosen. See your school counselor to get information on the private technical schools in your area.

College/University

Colleges and universities offer a wide range of degrees, including associate's, bachelor's, master's, and doctoral degrees in arts and science. A college or university curriculum can range from the liberal arts to specialized majors in such fields as engineering or accounting. Post-secondary institutions vary in size, focus, setting and offerings; do research to determine which college best fits your interests and your budget.

SEARCH WEBSITES FOR POST-SECONDARY SCHOOLS

Websites	
http://edna.ed.state.pa.us	Allows searches of all PA secondary and post-secondary schools.
www.braintrack.com	Braintrack University Index lists over 6,600 links to higher educational institutions in 170 countries.
www.universities.com	Permits searches of colleges, universities, and technical schools by name, program of study, state or country.
www.collegescolleges.com	Allows searches by state and speciality of colleges and universities in the U.S. Also provides web links.

WHERE WILL I GET THE MONEY

You've decided that a high school diploma is not enough to get you where you want to be in life. You know that 2 or 4 or 6+ more years of schooling will. But you also know that more education will come with a price tag. How will you be able to pay?

This dilemma is not a new one — most people are not fortunate enough to be able to put aside $10,000 or $20,000 a year to meet the cost of a higher education. Don't get discouraged — there are many types of financial aid available from the state, the federal government, schools, colleges, and private organizations. These can come in the form of loans, scholarships, grants, and work-study programs. What's the difference?

Federal student loans such as Stafford and PLUS loans are long-term, low-interest loans available from private lending institutions such as banks, savings and loan associations, credit unions, or directly from the Federal Government. Any money you receive will need to be repaid based on the terms of the loan. To qualify for government-subsidized loans, you must meet financial need requirements.

Private or alternative loans are non-government loans available through private lenders. Since the federal government does not guarantee private loans, they tend to have much higher interest rates. Before taking out a private loan, you should first exhaust your federal student loan eligibility.

Scholarships are considered gift aid and do not have to be repaid. Scholarships are often awarded for merit in academics, athletics, or a particular field of study. Other scholarships may be awarded based on ethnic background, religious affiliation, or special interests. Scholarships are available from private, institutional, and government sources. Each organization that sponsors a scholarship program has eligibility requirements that must be met by each applicant.

A grant is money awarded that does not have to be paid back. Grants are given to students based on financial need. Like scholarships, grants have eligibility requirements that must be met by each applicant. Typically, there are three types of grants available:

- **Federal Pell Grant** - awarded to undergraduates who have not earned a bachelor's or professional degree.
- **FSEOG - Federal Supplemental Education Opportunity Grant** - awarded by the postsecondary institution to undergraduates with exceptional financial need. Note: *Priority is given to students who receive Federal Pell Grants.*
- **State Grant** - awarded to eligible Pennsylvania residents who are in need of financial aid to attend a PHEAA-approved postsecondary school as undergraduate students. State Grant funds are sent directly to your school. These funds will be disbursed to your school two or three times during the school year and credited to your account by the school.

Work-study provides you with employment opportunities both on and off campus to help pay for school costs. Participation in a work-study program is based on the student's financial need. While participating in a work-study program, you may gain actual career-related, on-the-job work experience and earn funds to assist you in meeting today's cost for higher education. Students in a work-study program will generally work from 10 to 15 hours per week during the academic year, and up to 40 hours per week during the summer.

Most of these types of aid will not, however, come looking for you. You must take that first step. For more information on financial aid programs that are available:

- Talk to your high school guidance counselor or the financial aid officer of the postsecondary institution you hope to attend.
- Contact the Pennsylvania Higher Education Assistance Agency (PHEAA).
  - Student Loan & Grant Call Center: 800-692-7392
  - Network Consolidation Center: 800-338-5000
  - Online at www.pheaa.org
- Call the U.S. Department of Education toll free at 800-433-3243 or visit them online at www.ed.gov/offices/FSA/Students/.

GRANTS AND LOAN PROGRAMS AVAILABLE IN PENNSYLVANIA

Grant and Loan Programs Available in Pennsylvania

PA Program	Type of Aid	Other Information	Annual Award Limits	Disbursements
Pennsylvania State Grant Program	Grant: does not have to be repaid	Available to undergraduates only; apply through PHEAA*	Up to $3,500 as a full-time student at a Pennsylvania school in 2005-2006	Funds disbursed to school, which may disburse to student.
State Grants for Veterans	Grant: does not have to be repaid	Available to veterans without regard to financial status of parents; information at 800-692-7392	Up to $3,500 as a full-time student at a Pennsylvania school in 2005-2006	Funds disbursed to school, which may disburse to student.
POW/MIA Program State Grants	Grant: does not have to be repaid	Available to dependent children of POW/MIAs; information at 800-692-7392	Up to $3,500 as a full-time student at a Pennsylvania school in 2005-2006	Funds disbursed to school, which may disburse to student.
The Vocational Rehabilitation Program	Financial aid and support to students with hearing, sight and other disabilities	Information available from Office of Vocational Rehabilitation or Bureau of Blindness and Visual Services (see page 54)	———	———
The Pennsylvania State Work-Study Program (SWSP)	Money is earned; does not have to be repaid	Not all schools participate in all Campus-Based Programs; for undergraduate and graduate students	No annual maximum	School disburses funds to students
Keystone Stafford Loan	Loan: must be repaid	AES/PHEAA** reviews FAFSA***, sends application if eligible for Keystone Stafford Loans; no up-front fees; Pennsylvania students and residents who have family incomes of less than $21,000; repayment benefits	Same as Federal Stafford Loan	Same as Federal Stafford Loan
KeystoneBEST℠ Stafford Loan	Loan: must be repaid	No up-front fees; repayment benefits	Same as Federal Stafford Loan	Funds disbursed to school, which may disburse to student.
KeystonePLUS℠ Loan Program	Loan: must be repaid	Rebates, interest limits and other special benefits; information and application available from AES/PHEAA at 800-692-7392 or www.pheaa.org	Cost of attendance minus any other financial aid received	Same as Federal PLUS Loan
KeystoneEXTRA℠ Loan Program	Loan: must be repaid	Private supplemental loan to fill the gap in educational costs; exhaust Stafford loan eligibility; some special benefits; information available from AES/PHEAA at 800-343-1809 or www.pheaa.org	Up to $7,500 per year for undergraduate students; $15,000 per year for graduate students	———
Nursing Loan Forgiveness for Healthier Futures	Loan: must be repaid	Partial loan forgiveness; information available from 800-859-5442, www.FuturesInNursing.org, or www.pheaa.org	Forgiveness of up to 25% (up to $12,500 over three years)	Funds disbursed to loan holder.
Federal Program	**Type of Aid**	**Other Information**	**Annual Award Limits**	**Disbursements**
Federal Pell Grant	Grant: does not have to be repaid	Available to undergraduates only	Up to $4,050 for 2005-2006	School acts as the U.S. Department of Education's agent
Federal Supplemental Educational Opportunity Grant (FSEOG)	Grant: does not have to be repaid	Not all schools participate in all Campus-Based Programs; for undergraduates only	Up to $4,000	School disburses funds to students; priority is given to students who receive Federal Pell Grants.
Federal Work-Study	Money is earned; does not have to be repaid	Not all schools participate in all Campus-Based Programs; for undergraduate and graduate students	No annual maximum	School disburses funds to students
Federal Perkins Loan	Loan: must be repaid	Not all schools participate in all Campus-Based Programs; for undergraduate and graduate students	$4,000 for undergraduate students; $6,000 for graduate students	School disburses funds to students
Subsidized Stafford Loan	Loan: must be repaid	The Department of Education pays interest while the student is in school and during grace and deferment periods	$2,625 to $18,500, depending on grade level and financial status	Direct Loans: The federal government provides funds to schools to disburse to students; FFEL**** Private lenders provide funds to schools to disburse to students
Unsubsidized Stafford Loan	Loan: must be repaid	The borrower is responsible for interest during the life of the loan	$2,625 to $18,500, depending on grade level and financial status	Same as above
PLUS Loan	Loan: must be repaid	Available to parents of dependent undergraduate students	Cost of attendance minus any other financial aid received	Same as above

** PHEAA - Pennsylvania Higher Education Assistance Agency*
*** AES/PHEAA - American Education Services/PHEAA*
**** FAFSA - Free Application for Federal Student Aid*
***** FFEL - Federal Family Education Loan*

FAFSA & LOAN REPAYMENT

The **Free Application for Federal Student Aid** (FAFSA) is the State Grant application and is available from college financial aid administrators, high school counselors, state legislators, PHEAA, and the U.S. Department of Education. Not only is this form used for the State Grant Program, but it is also the application for many federal and college–based financial aid programs. Pennsylvania high school students who take the SAT or ACT during their junior year will receive an application directly from PHEAA.

Loan Repayment

When the time comes for repayment, meeting your student loan obligation promptly will help you earn a good credit rating – which will follow you the rest of your life. If you're concerned about handling your educational debt after graduation, you should contact your lender or AES/PHEAA to discuss repayment procedures.

It may be easier to repay several loans if you consolidate them into a single monthly payment. If you borrowed through one or more federal student loan programs, consolidation is available through AES/PHEAA's NETWORK Loan Consolidation Program. Consolidation is available for loans taken out separately by you and your spouse. Loan repayment can be extended up to 30 years, instead of the usual 10 year repayment period.

Consolidation will lower your monthly payment, but over the life of your loan you will pay a larger amount of total interest. You also should be aware that in some cases, the interest rate on a consolidation loan might be higher than the rates on your original loans. Consolidation can be arranged with equal monthly payments through the life of the loan, or monthly payments can be lower in the initial years and increased over the course of the repayment term.

To find out if NETWORK Loan Consolidation is right for you, call 800-338-5000.

Faster Loan Repayment

If you have an AES-serviced student loan, you can take advantage of the AES Upromise Program and repay your loan faster! It's so easy! Just create your free account at www.upromise.com/aes and register your grocery club cards, debit cards, and credit cards. Purchase the same products and services you always have from participating Upromise companies, and rebates from your purchases will be applied to your student loan account, reducing your overall balance. This doesn't replace your regular monthly payment, but it does allow you to repay your loan faster and save money – without spending an extra cent!

QUICK TIPS FOR FINANCIAL AID

Quick Tips for Financial Aid

- Don't assume that you won't be eligible for financial aid. There are many types of financial aid and many factors are used to determine your eligibility for financial aid.
- Financial aid can be based on need or income and/or merit and academics.
- Take the SAT or ACT. You will need these scores to apply to certain schools and for some financial aid programs.
- Don't miss deadlines. All financial aid programs have deadlines. Be certain you apply by those deadlines. This is your responsibility.
- File the Free Application for Federal Student Aid (FAFSA) by the appropriate deadline. You must apply for federal financial aid for each school in which you will be enrolled. Also be sure to check with the financial aid office at your school for supplemental aid forms.
- Keep copies of all your admissions and financial aid documents.

Begin searching for private scholarships and grants approximately one year prior to your intended start date. They are considered gift aid and do not need to be repaid. Many civic clubs, professional organizations, labor unions and private businesses offer scholarships. Your high school counselor or school financial aid administrator may be your best information source for learning all you can about privately sponsored aid opportunities.

ONLINE FINANCIAL RESOURCES: www.EducationPlanner.org

EducationPlanner provides students with a free online resource for planning for higher education and simplifying the application process for postsecondary schools in the Commonwealth. This interactive website, named Forbes Favorite by Forbes.com, is user-friendly and accessible 24/7. The innovative features on the site help students and their families navigate the higher education planning process through five carefully designed modules: Preparing, Deciding, Selecting, Paying and

Applying. The site is home to the world's largest free scholarship database, listing 1.7 million scholarships, grants and awards worth nearly $7.6 billion. The college search module includes schools and distance education programs across the nation with online admission applications to more than 3,000 colleges. Targeted information is included for adult students and student athletes with links to the NCAA Clearinghouse. Various other modules on EducationPlanner.org provide online student aid applications, a student résumé builder, an essay writing course, and tips for completing admission applications.

Student Aid Websites	
• Federal student aid information from the U.S. Department of Education	www.studentaid.ed.gov
• Free Application for Federal Student Aid	www.fafsa.ed.gov
• Hope and Lifetime Learning tax credits	www.irs.gov
• For information about scholarships, financial aid, planning a career and selecting a school	www.mapping-your-future.org
• Search for a school by name, location, program, degree offerings, or a combination of criteria	www.nces.ed.gov/ipeds/cool
• Access to free scholarship search services	www.finaid.org
• Student gateway to the federal government	www.students.gov
• Earn educational awards in exchange for years of community service through Americorps	https://recruit.cns.gov
• Tools and resources to help you and your family to plan for higher education	www.pheaa.org
• Higher education planning and free scholarship search	www.educationplanner.org

PENNSYLVANIA'S STUDENT COSTS - 2005-06

Institutional Category	Tuition and Required Fees Undergraduate In-State	Average	Combined Room and Board	Average
Four-Year Public Colleges*	$5,580 – $10,720	$8,340	On Campus, college dorm $4,600 - $9,880	$6,910
Four-Year Private Colleges	$8,800 – $31,410	$22,130		
Community Colleges	$2,020 - $3,670	$2,680	Off Campus, apartment/room $3,000 - $7,500	$4,900
Two-Year Private Colleges	$5,170 – $20,330	$10,900		
Business, Trade or Technical Schools	$4,850 – $15,300	$9,930	With Parents, board only $750 - $3,500	$1,950
Nursing Schools	$4,300 – $12,930	$8,450		

* *Pennsylvania has two types of four-year public universities: 14 State System Universities, such as Cheyney and Millersville Universities, and four state-related universities, which are Penn State, Lincoln University, Temple University and the University of Pittsburgh.*
Source: Moving On to Higher Education: 2005-2006 Financial Aid Handbook

TRY IT OUT!

How do you know that you really want to be a financial analyst? Or an auto mechanic? Or a nurse? No one can guarantee that the career path you choose will end up being the one you love. However, there are some things you can do while you're still in high school that allow you to explore careers and gain valuable insight into the work that may become an important part of your adult life.

Think about some occupations that interest you and talk these over with your guidance counselor and your family. Then look over the suggestions below and decide which try-it-out options might best help you to "sample" a career.

Part-Time Jobs

Part-time jobs are not just a way to get pocket money. They can help you determine the pluses and minuses of a particular career. Your part-time job may mean that you have to deal with customers all day long…would you like doing this on a long-term basis? Or your job may mean sitting in a small office doing filing and word processing...is this something you enjoy? Finding out that you don't like something is as important as discovering those things that you do enjoy. And remember: even if the part-time job doesn't turn out to be all that you hoped for, your good performance can provide you with great references for future positions!

Job Shadowing

Job shadowing gives you a chance to directly observe someone on the job. You may spend anywhere from a few hours to a few days watching, listening and asking questions as the employee performs his job. It's a great way to see firsthand the skills needed for a career you may be considering. Check out www.jobshadow.org for more information.

Volunteer Work

Volunteer work doesn't give you cold cash, but does give you time to learn more about an organization while you gain valuable work experience. It also allows you the chance to touch someone's life and to give back to your community — things employers look for in well-rounded individuals. Hospitals, schools, religious and political groups, child care and senior centers often need and welcome enthusiastic volunteers who are willing to offer their time in exchange for practical experience.

Temporary Help Firms

Temporary help firms will test your skills and attempt to assign you to short-term temporary positions. You'll get an insider's view of a company and a chance to decide how much you like or dislike the job you're doing — without the need for making a long-term commitment.

School Clubs

School clubs focus on a variety of interests, ranging from science and business to education and agriculture, and bring together students who may be attracted to similar careers. Club advisors often arrange for guest speakers and tours as well as participation in competitions and conferences.

Community Agencies

Community agencies like the YMCA and the YWCA offer classes in and exposure to a variety of hobbies and interests. You may find that the activity you explore in one of these classes excites you enough to consider a related career.

Internships

Internships are temporary agreements, made with a company, a professional person, or a non-profit organization. They may last for a few weeks or a few months and may be paid or unpaid positions. For your time and labor, you'll gain on-the-job experience under the guidance of a supervisor, enhance your qualifications, and make valuable professional contacts.

Four out of every ten Americans volunteered for something last year. If you've already volunteered, you know the rewards. If you haven't, consider volunteering and find out what you've been missing.

COMMUNITY SERVICE... WORK EXPERIENCE...& GRANTS FOR EDUCATION!

As you look around your city or town, do you see a park with a newly constructed picnic area or freshly planted trees? A historical building that's been renovated or a wildlife habitat that's been preserved? Wherever you live in Pennsylvania, chances are that members of the **Pennsylvania Conservation Corps (PCC)** have been there, working to improve your community.

Corps members are men and women between 18 and 25 years of age (16- and17-year-olds can participate in special circumstances), who were unemployed when they joined the Corps. Since the program began in 1984, more than 14,000 Pennsylvanians have served in the PCC, completing over 1,000 projects in the state's 67 counties. Workers gain valuable work experience while receiving on-the-job training in such trades as carpentry, masonry, and landscaping. Programs in adult literacy, life skills, and vocational education are also offered, as well as the chance to earn a GED or begin college course work. Corps members who complete a year of service receive a cash bonus of $1,000 and may qualify for an educational award of up to $4,725.

For more information on the Pennsylvania Conservation Corps...

Visit them on the web at www.state.pa.us
PA Keyword: PCC.

Email them at pcc@state.pa.us

Call them toll-free at 888-577-4722

PENNSYLVANIA CONSERVATION CORPS
Serve • Earn • Learn

NEW CHOICES/NEW OPTIONS

Are you looking for a career but just don't know where to start?

Allow NEW CHOICES/NEW OPTIONS to help!

NEW CHOICES/NEW OPTIONS offers FREE career development services to adults and youth! This multifaceted program assists individuals, who are underemployed or not working, make the transition from home into the workforce or training (New Choices) while increasing awareness of Nontraditional Careers and Sex Equity (New Options). Entrance to this program is not based on educational level or income status. If you need a career, ask about NEW CHOICES/NEW OPTIONS! It may be just what you need!

New Choices conducts FREE career guidance classes for adults (single parents and displaced homemakers) who are out of work or underemployed to enable them to make a smooth transition into the career that best suits them. This is accomplished through Career Assessments where individuals can make good choices about the direction their career should take. Personal development skills assist in the refining of soft skills such as: teamwork, conflict resolution, goal setting, appropriate communications, decision-making, stress and time management. Job search skills are taught with "hands-on" activities so that these individuals learn "how to" seek employment as opposed to complete a one-time application. Skills include résumé writing, interviewing techniques, cover/follow-up letter writing, employer expectations, and "how to approach an employer." Many experiential activities are used, but one of the most effective is having each student do a "Job Shadow." Increased awareness of the high skill/high pay of nontraditional careers is achieved through such activities as visits to employers' sites, math and science skills review, and an introduction to blueprint reading. Vocational counseling is provided to help the participants design their own next step toward their new career! Follow-up is conducted on all past graduates of NEW CHOICES/NEW OPTIONS so a participant is not left floundering when barriers arise in their lives. As a result of these classes, thousands of individuals have found the courage and self-esteem to enter and complete training and find employment in a career that they love!

New Options is specifically designed to increase awareness of nontraditional careers for women and men. In addition to being included in the New Choices classes, New Options also offers workshops for youth to open their thinking to the high skill/high pay of technical careers. If you are female, you may want to consider the careers of machinist, carpentry, electronics, or welding. If you are male, the fields of nursing or elementary teaching may offer you secure employment. Chances are there is a NEW CHOICES/NEW OPTIONS program near you! Check with your school counselor or contact Marian Thomas at the Pennsylvania Department of Education, Bureau of Career and Technical Education, at 717-787-8022; give your location and ask for the closest program. Or visit your local PA CareerLink Center for further information; you can also find them online at www.state.pa.us, PA Keyword: CareerLink.

21st Century Apprenticeships... Connecting Education and the Workplace

Whether you are interested in a more traditional field like carpentry, a newer occupation like biomedical equipment technician, or something in-between, there may be an opportunity for an apprenticeship that is just right for you!

Apprenticeship is career preparation. Apprenticeship programs connect job seekers looking to learn new skills with employers looking for qualified workers. Programs are sponsored by employers, employer associations, and joint labor-management organizations. Apprentices receive paid on-the-job training and academic instruction that equip them with the skills needed to advance in their chosen career.

Check out the following facts to see if an apprenticeship could be in your future...

FAST FACTS ABOUT APPRENTICESHIP

To participate in an apprenticeship, a person must be at least 16 years old, although many programs require applicants to be 18.

Requirements, set by the sponsor, vary by program. Interested persons must fill out an application, take any required tests, and go through an interview process. A doctor's examination may be needed for some apprenticeships that require physical skills, such as above average strength. Applicants are ranked according to their skills, aptitudes, education, and experience.

Over 1,400 apprenticeship programs exist in the commonwealth, and 15,459 individuals served as apprentices in Pennsylvania in 2004.

There are currently over 850 occupations recognized as apprenticeable. These range from traditional occupations like plumbers and auto mechanics, to new and emerging occupations such as Internetworking technicians and eCommerce specialists.

Apprentices benefit through paid training, up-to-date curricula and skills portability.

Certificates of completion are accepted by employers nationwide.

Learning a skilled occupation takes time. Registered apprenticeship programs require a minimum of 144 hours of classroom instruction for every 2,000 hours of on-the-job training. Programs vary from 2 to 6 years in length. Some registered apprenticeship programs also have dual accreditation through postsecondary institutions, which apply credit for apprenticeship completion towards an Associate Degree.

Apprentices are employees and are paid a percentage of a journey worker's salary. Salary increases are given as an apprentice's skills and productivity increase. The average starting wage for Pennsylvania apprentices in 2004 was $12.29 an hour.

Interested in knowing about apprenticeships? Talk with your school or career guidance counselor about how to get started. Or learn more online by visiting www.doleta.gov/atels_bat/ or www.careervoyages.gov/apprenticeship-main.cfm. These sites offer more detailed information on eligibility and requirements, benefits, types of apprenticeable occupations, and how to find apprenticeship opportunities in your area.

DO YOU HAVE SPECIAL NEEDS

Don't let your special needs prevent you from considering any career path or educational route to your goal. With locations throughout the state, the Pennsylvania **Office of Vocational Rehabilitation (OVR)** offers assistance to enable persons with disabilities to prepare for, start, and maintain employment. Services range from vocational evaluation and counseling to training, placement assistance, and assistive technology. Through OVR, you can also access several organizations that offer services tailored to meet special needs.

OVR

To expand and strengthen employment outcomes, independence, and specialized services for Pennsylvanians with disabilities

OVR Mission Statement

The **Bureau of Blindness and Visual Services (BBVS)** can help you prepare for a successful job search and employment. In addition to referral for medical services, BBVS can provide or arrange for services such as vocational counseling, job training, job placement assistance, transportation, and interpreter & reader services. There are district offices in Philadelphia, Wilkes-Barre, Harrisburg, Altoona, Pittsburgh and Erie, but you do not need to visit an office in order to receive services. Staff will be happy to make an appointment to come to your home and take an application for services.

The **Hiram G. Andrews Center (HGAC)** provides a comprehensive program of services, integrating education, counseling, evaluation, medical maintenance and therapy in a barrier-free environment. The Center's Commonwealth Technical Institute offers a wide variety of degree and diploma programs in conjunction with Cambria County Area Community College. Additionally, internships and externships provide students with on-the-job training and allow them to answer, "Yes" when a potential employer asks, "Do you have experience?"

Pennsylvania also has an office that specializes in information, referral, and advocacy for those with hearing impairments. While the **Office for the Deaf and Hard of Hearing (ODHH)** does not function as an employment agency, it can help individuals find the information and services they need in the job marketplace. It stands ready to serve as a liaison to open doors, explain procedures, and make referrals for those who are deaf or hard of hearing, their relatives, friends, physicians, lawyers, counselors, and employers.

For more information:

- Check out the state's Online Disability Resource for Pennsylvanians at **www.accessiblePA.state.pa.us**. You will find information on a variety of services for Pennsylvanians with disabilities, such as programs for education, housing, transportation, vocational rehabilitation, employment, health care, home and community-based services, and child-specific services. You will also find links to various state agencies and offices specializing in services for those with special needs.
- Call OVR at 800-442-6351
- Contact BBVS at 800-622-2842
- Get in touch with ODHH at 800-233-3008

Other contacts:

- www.nfb.org - National Federation of the Blind: This website includes JOBLINE® - the telephone job search assistant. JOBLINE® offers national employment listings and job openings through a telephone menu system to anyone free of charge.
- www.afb.org - American Foundation for the Blind: AFB CareerConnect™ - a web-based free resource for people who are blind or visually impaired to learn about the range and diversity of the jobs that are performed throughout the United States and Canada by adults who are blind or visually impaired.
- www.ntid.rit.edu - One of eight colleges of the Rochester Institute of Technology, the National Technical Institute for the Deaf is the largest technological college for students who are deaf and hard of hearing.
- www.gallaudet.edu - At Gallaudet University, deaf, hard of hearing, and hearing students and scholars join together in a unique community to learn, teach, and create. A new web page called "Signs of Succes" features interviews with successful deaf professionals. Check it out at signsofsuccess.gallaudet.edu/default.htm.

In today's world, there are hundreds of occupations from which to choose, and it's important that you spend time exploring the options available to you. The United States Armed Forces is one alternative you may want to consider.

The U.S. Military has changed dramatically over the past several decades. Today's military is more professional, more technologically advanced, and offers more benefits and rewards than ever before.

Maintaining a strong national defense includes such diverse activities as commanding a tankard, running a hospital, repairing a helicopter and programming a computer. The military provides full- and part-time training and work experience for over 4,100 different jobs to more than 2.5 million people. More than 1.4 million people are on active duty, while another 1.1 million serve in Reserve components and in the Air and Army National Guard. You should be aware that even if you decide not to make the military your lifelong career, 88% of military jobs have direct civilian counterparts.

In the military, you can learn marketable job skills, make good friends, and develop a positive, winning attitude. The pay scale is competitive with many starting salaries in the corporate sector, and many allowances paid out by the military are tax-exempt. If a college education is one of your priorities, tuition support programs are one of the ways that the military can you help with the rising cost of postsecondary education.

Serving in the military is really what you choose to make of it. It can simply be a means to an end: money for college or technical training and the development of life skills. Or it can be a lifelong career path, giving you a structured environment, a defined purpose, and many opportunities to advance and grow.

In order to join the service, you must be 18 (or 17 with your parent's permission) and a U.S. citizen or legal immigrant holding permanent resident status. Most enlisted personnel need at least a high school diploma, while officers need a bachelor's or an advanced degree. Enlisting in the military is a major step in a person's life. Before you make a decision to join, gather as much information as possible about the branch of the service you're interested in. Each one differs in specific programs, terms of duty and enlistment options. Explore web sites like www.myfuture.com and www.todaysmilitary.com to learn more about military life and careers. Make certain that your military commitment is based on sound information and realistic expectations. Do your homework beforehand so that there aren't any surprises afterward.

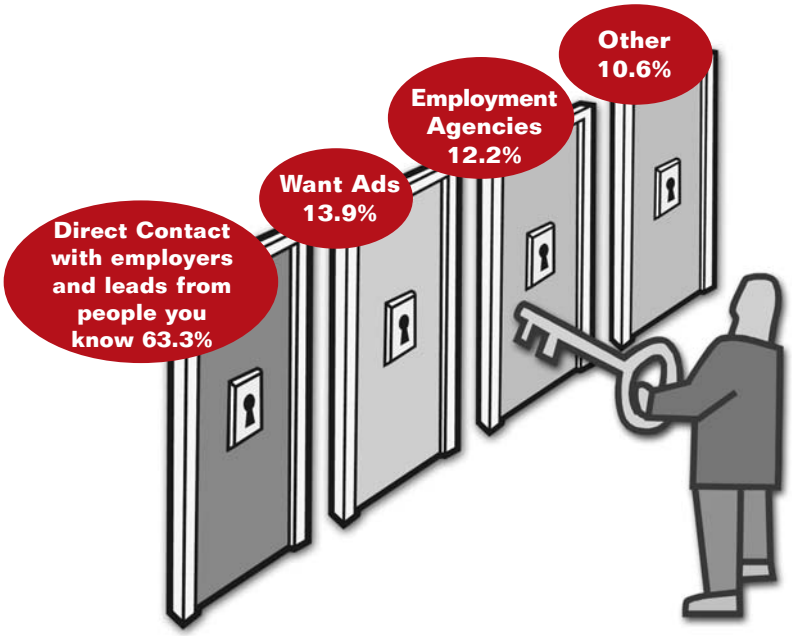
For more information, contact your nearest recruiter (listed in the phone book) or call one of the toll free numbers listed below.

Service	Toll-Free Number	Web Site
U.S. Army	800-USA-ARMY	www.goarmy.com
U.S. Navy	800-USA-NAVY	www.navy.com
U.S. Air Force	800-423-USAF	www.airforce.com
U.S. Marine Corps	800-MARINES	www.marines.com
U.S. Coast Guard	877-NOW-USCG	www.gocoastguard.com
Air National Guard	800-TO-GO-ANG	www.ang.af.mil
Army National Guard	800-GO-GUARD	www.1800goguard.com

Veteran Services

One of the benefits of serving in the military is that, as a veteran, you can receive a wide range of educational, career, and employment services. Each Pennsylvania CareerLink office has a Veterans Representative to assist former military personnel with their job search. You can find a complete listing of these offices on the web at www.state.pa.us PA Keyword: CareerLink. Select menu item *One-Stop Services* and then choose *Veteran Services*. Other state and federal agencies provide a broad range of services to veterans in the areas of education and vocational training, career counseling, job placement, and pension and insurance benefits. For information about these services, contact the Pennsylvania Department of Military and Veterans Affairs, Bureau for Veterans Affairs at www.state.pa.us PA Keyword: Veterans Affairs or 800-54-PAVET, or the United States Department of Veterans Affairs at www.va.gov or 800-827-1000.

HOW JOBS ARE FOUND-THE WAY IT REALLY IS



How Most Jobs Are Found

Over 60% of all jobs are found through referrals from people you know! While the shown percentages will change based on the position you seek, the return on using the classified ads – which is the way most people look for work – remains low across the board. Understanding these numbers will help you plan your job-seeking strategy and effectively budget your time

PENNSYLVANIA'S ONE-STOP SHOP FOR JOB SEEKERS

You need a job – one that will allow you to support yourself and save a little for your future. You have to update your résumé, find out which employers are hiring, look for jobs for which you are qualified, and maybe even get some additional training. The whole process of job hunting can be a bit overwhelming.

Where do you start? Whether you are entering the world of work for the first time or considering a career change, the Pennsylvania CareerLink is a good place to begin. The Commonwealth's One-Stop Shop for employment, education and training services has offices across the state and 24/7 virtual career centers. At the CareerLink, job seekers like you have access to services that no other employment service can match.

If you need personal assistance, CareerLink staff are available to help you assess your skills, prepare your résumé, and connect you with appropriate training programs. You can also take advantage of the different workshops that are offered at various CareerLink sites. Classes range from *Civil Service Job Opportunities* to *Developing a Cover Letter* and *Learning about Financial Aid*. CareerLink offices are located throughout the state, and a phone call or visit is all that you need to get started on your career journey.

To find a CareerLink office near you, go to www.state.pa.us. PA Keyword: Jobs Click on "Job Seeker Services" and then on "local Team Pennsylvania CareerLink office or participating agency."

If you prefer the do-it-yourself approach, the CareerLink web site offers you access 24 hours/day, 7 days/week from any Internet-connected computer. From your home, school, or local library, you can search for jobs and apply directly to Career-Linked employers. You can also build a personal folder that will hold your résumé information, your job preferences, and a job development activity log. The CareerLink web site also provides links to other Internet-based job search sites and online newspapers to assist you in your search for employment.

If you are looking for work, look no further than your local CareerLink – the link that connects employers with jobseekers like you!

To find a CareerLink office near you, go to www.state.pa.us PA Keyword: CareerLink and click on "local Pennsylvania CareerLink office or participating agency."

CAREER ONESTOP

Looking for a job? Trying to get ahead in your career? Check out Career OneStop, your gateway to job listings, résumés, and career information nationwide. Career OneStop represents a federal-state partnership, designed to meet the special employment and training needs of both job seekers and employers. Information and services are offered without charge through four web sites and a toll-free Help Line:

- *Career OneStop* - www.careeronestop.org
- *America's Career InfoNet* (ACINet) - www.acinet.org
- *America's Job Bank* (AJB) - www.ajb.org
- *America's Service Locator* (ASL) - www.servicelocator.org
- *National Toll-Free Help Line*: 877-US-2JOBS

The Career OneStop portal page allows you quick access to the component web sites to easily find the services you need.

America's Career InfoNet will assist you in making informed career decisions. You can use America's Career InfoNet to:

- Find typical wages and employment trends across occupations and industries.
- Check the education, knowledge, skills, and ability levels that are required for specific occupations.
- Write job descriptions.
- Find employer contact information, get relocation and cost-of-living data, and access local labor market information for any area in the United States.
- Search a database containing information on over 4,000 scholarships, fellowships, loans, and other financial assistance opportunities.
- Access a career resource library consisting of over 5,000 external career resource links available on the Internet.

You can use the Training and Education Center of the Career InfoNet to:

- Search for individual courses, seminars, workshops, and degree/certificate granting programs by subject, state, and zip code.
- Search for education and training providers located anywhere in the United States by keyword, state, and zip code.
- Access information about special training and education programs that are unique to a particular industry or profession.
- Learn about organizations that certify or accredit training providers and training programs.
- Check on the certification, accreditation, and licensing credentials of training providers and training programs.
- Search for information on occupational testing and assessment instruments that can help you make informed career decisions.

America's Job Bank is one of the largest and busiest job markets in cyberspace. Employers use AJB to post job listings, create customized job orders, and search résumés to quickly find the most qualified job applicants. As a job seeker, you can use AJB to:

- Post your résumé where thousands of employers search every day.
- Automatically search for job openings located anywhere in the United States by job title, keyword, and military occupation codes.

The number one reason students drop out of college is a lack of career focus.

America's Service Locator and the **Toll-Free Help Line** will connect you with offices in your area that provide unemployment compensation benefits, adult, youth, and dislocated worker employment and training opportunities, Job Corps training, apprenticeships, welfare-to-work services, vocational rehabilitation, and older worker programs. You can also find the location of the nearest public library through ASL.

POSITIONS IN PENNSYLVANIA GOVERNMENT

What do you want in a job…Opportunities to learn? A good salary? Excellent benefits? Advancement up the career ladder? Then you may want to consider a position in state government, because these are the rewards that come with being an "employee of the Commonwealth of Pennsylvania."

If you enjoy designing databases, repairing broken equipment, or working with people to help them enjoy a better life, then state employment may be for you. The commonwealth offers a wide range of job opportunities in the fields of accounting and administration, clerical and secretarial services, information technology, museum education and administration, vocational education, engineering, forestry, wildlife management, medical and health services, trades and maintenance, and law enforcement.

Where can you find out more? **The State Civil Service Commission (SCSC)** and the **Bureau of State Employment (BSE)** can help you explore your options and launch your career.

The **SCSC** recruits employees for civil service positions in state and local government. Approximately 70% of the 80,000 state employees are members of civil service. These range from clerk typists to nurses to database analysts. While most jobs are in Harrisburg, Pittsburgh and Philadelphia, positions are available in regional offices and at parks, hospitals, and correctional institutions throughout the commonwealth. Civil service applications and test announcements are available 24 hours a day, seven days a week at www.state.pa.us PA Keyword: Civil Service. A visit to this website will let you view "hot jobs" and fill out an application online. If you're confused about where to begin, a call or visit to your regional office will put you in touch with people who can guide you through the process. Most written and performance tests are held in the Harrisburg, Philadelphia and Pittsburgh Civil Service Commission Offices, Monday through Friday. Written and performance tests are also held approximately 10 days a month, including some Saturdays and evenings, at test centers located in Allentown, Erie, Johnstown, Lock Haven, and Scranton.

The **BSE** is responsible for non-civil service positions within the state. Most of these jobs do not require testing. Jobs filled through BSE cover a wide range of categories—everything from clerks and custodial workers to auto mechanics, carpenters and policy analysts. Check out their website at www.state.pa.us PA Keyword: State Jobs, to learn more about the types of jobs they fill and the opportunities available for internships and seasonal employment.

This Bureau also houses the Agency Temporary Services Division (ATS), which is responsible for providing temporary clerical services to state agencies in the Harrisburg area. This central resource allows agencies to quickly respond to critical staffing needs during periods of peak workload, seasonal programs, special projects, etc. The ATS also provides an excellent opportunity for temporary employees to "get their foot in the door" to permanent, full-time employment with the commonwealth.

If you have questions about how to get started, or would like more information about **BSE**, contact them at 717-787-5703.

State Civil Service Commission Offices

Harrisburg
320 Market Street
P.O. Box 569
Harrisburg, PA 17108-0569
Phone 717-783-3058
TTY 717-772-2685

Philadelphia
10 South 11th Street, 2nd Floor
Philadelphia, PA 19107-3618
Phone 215-560-2253
TTY 215-560-4367

Pittsburgh
State Office Building, Room 1503
300 Liberty Avenue
Pittsburgh, PA 15222-1210
Phone 412-565-7666
TTY 412-565-2484

There's no upper limit - or, alas, lower - to how far you can go being self-employed.

Starting your own business – being what is commonly referred to as an "entrepreneur" – takes planning and commitment. Having an idea for a business and transforming that idea into a successful working company are two very different things. However, for those who choose this path, the rewards can be great. According to the Federal Reserve Board, between 1992 and 2001, the average net worth of self-employed people rose from $714,500 to $1.2 million, five times that of the average working person. But on the downside, according to the Small Business Administration's Office of Advocacy, one out of every three businesses fail within four years.

What makes an entrepreneur? Entrepreneurs come from different economic backgraounds, but all seem to share some common characteristics:

- Recognize and act on opportunities
- Get along well with others
- Show common sense
- Communicate effectively
- Can make decisions
- Are good at time management
- Plan ahead
- Are motivated to excel
- Are risk-takers
- Are impatient

Do you recognize some of these things in yourself? Then perhaps you may want to consider starting a small business of your own.

Before you move too far along, there are some key questions that you should ask. Think about the answers to these:

- Do I have the skills and abilities needed to make my idea a reality?
- Is there a market for my product or service?
- Where is the best location for my business?
- What are the expenses involved—licenses, taxes, equipment, inventory, rent, advertising, utilities, etc.? What types of insurance (liability, theft, life, health) will I need and how much will they cost?
- How will I attract customers? Will I advertise on the radio, on television, in the newspaper, on posters or flyers?
- Who are my competitors? What do they charge?
- Will I be able to find employees? suppliers? space?
- What types of transportation will I need for the business?
- Where can I get legal and/or accounting assistance?
- Do I have the money needed for start-up costs, or do I know someone willing to invest in my undertaking?

Running your own business allows you to "be in charge," to use your creativity and to do work that you truly enjoy. Remember that running a profitable business can take a lot of time. At the start, you may have to do everything, from billing the clients, to buying supplies, to making cold calls. Analyze your priorities before you begin. Also, remember that making a profit is very rewarding, but never guaranteed.

If, after considering all the pluses and minuses of being an entrepreneur, you decide that this is the path you'd like to take, do your research and get started on the right foot. Check out Y&E The Magazine for Teen Entrepreneurs at http://ye.entreworld.org. Y&E features articles written by and about teens and the rewards and pitfalls of owning your own business. To start and grow your own business in Pennsylvania, check out the Center for Entrepreneureal Assistance at www.newpa.com or by calling 866-466-3972. Or visit the U.S. Small Business Administration website at www.sba.gov. Take the Entrepreneurial Test by clicking on Are You Ready under the Starting Your Own Business link to see if entrepreneurship is right for you. You'll also find a wealth of information on everything from selecting the right site to securing the needed financing.

Most of all, believe in yourself.

YOU

are the only one who can

make it work!

Good luck!

YOUR RÉSUMÉ IS YOU

Your résumé is your sales brochure. The résumé is often the pivotal item in determining whether or not you will get an interview.

Your résumé is more than a summary of your skills, experience, and education; it is an advertisement of your best self. A prospective employer does not just want to know where you have worked, but also wants to know what skills you can bring to the workplace. It is your chance to show the world what you have accomplished, and most likely you've achieved more than you think. We normally downplay our accomplishments by negating specific achievements into broad generalizations. Generalizing on your résumé is never a good idea. Specifics stand out and can create opportunities for discussion during your interview. Instead of stating "Good decision maker," give an example of where a decision you made brought about significant results.

Developing Your Résumé:

Résumés can vary in appearance, but most consist of the following components:

- **Personal Data:** Your name, telephone number, address, and e-mail address.
- **Education:** List educational levels in reverse chronological order, most recent first. Include details relevant to the job such as courses or special projects.
- **Skills and Qualifications:** Give specific examples that demonstrate the personal skills that you feel the employer would deem valuable. Also, list any qualifications or certifications you possess that are required for the job.
- **Work Experience:** Summarize your work experience, focusing on your tasks and accomplishments. Include relevant non-paid work experience.
- **Activities:** List those activities most relevant to your occupational goal. Include school, community, and professional activities.

Research suggests that your résumé has less than 20 seconds to make the right impression. Take time to make it eye-catching and easy to read. To create an impressive résumé, it should be:

- **Well written:** No spelling or grammatical mistakes. Keep it clear and concise. Have someone proofread your résumé before you give it to an employer.
- **Attractive:** It should be typed and professional in appearance. An employer should be able to glance over the résumé and read the main points.
- **Concise:** Your résumé should be as long as it has to be, and no longer. For the student, one page is usually sufficient.
- **Relevant:** Include only information having to do with the job you are seeking or your career goals.
- **Personalized:** Use the style and format that best reflects your needs and accomplishments.
- **Appropriate:** Information and format must conform to employer expectations. An artist, for example may appropriately include graphics, while a banker should not.

Common Complaints About Résumés

- Objectives or meaningless introductions
- Written in either 1st or 3rd person
- Important information is buried (too hard to find)
- Too long
- Personal information not relevant to the job
- Too duty oriented – accomplishments not highlighted
- Unprofessional e-mail addresses
- Gaps in employment (Any gaps should be explained in the cover letter and during the interview.)

Posting your Résumé Online

It is becoming more and more popular to post résumés and conduct job searches online. Although it makes the process of getting your name out there much easier, it does not increase the chances of getting a job. Companies receive hundreds of applicants for each job listing through online forums. If a résumé does not stand out, it may be immediately thrown out. When posting online, you have a much better chance of successfully obtaining a job if you read the job description very carefully and then tailor your résumé to it. Putting hours of effort into a few job postings can be as rewarding as, if not more effective than, putting minimal effort into hundreds.

If you plan to post your résumé online, here are a few tips and precautions:

Online résumés require a different format than that of the résumé you may currently have saved on your computer.

- Convert your résumé to plain text. Saving a Word document as "plain text" or "text only" can do this.
- Use spell check after converting; some errors may have occurred in the process.
- Replace bullets with asterisks (*) or another symbol.
- Do not use tab or try to center the text. Left-justify the entire résumé.
- Do not try to control the length of lines by pressing enter/return. It may appear differently on the employer's computer than it does on yours.

Be cautious of the information your online résumé contains.

- Do not list your phone number or your home address; the city name should be enough.
- Do not list your references; say that you can provide them upon request for an interview.
- Remove dates and specific company names. Use a general description of the company. (Instead of "IBM," for example, use "a multinational information technology company.")
- Create a disposable e-mail address than can be discontinued after obtaining the job. This protects you and might be more professional than your current e-mail address.

Don't let your résumé sit.

- Résumés are normally arranged online by date of submission, much like job postings. If your résumé is good, but months old, an employer might think you are no longer available to hire.
- Revise your résumé every two weeks; this keeps you near the top of the list. If the résumé hasn't caught someone's eye, making improvements might be necessary.
- If you have no results after a few months, remove your résumé and try another web site.
- Remove all your résumé postings after obtaining a job.

For more information on résumé and cover letters, check your local library or bookstore. The Internet can also be a valuable resource for tips on résumé and cover letter preparation. You might find the following sources useful.

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You might find the following sources useful.

- *Résumés for Dummies* by Joyce Lain Kennedy
- *Résumé Writing Made Easy* by Lola M. Coxford
- *Résumés That Knock 'Em Dead* by Martin Yate
- The Riley Guide: Résumés & Cover Letters - www.rileyguide.com
- Jobweb - www.jobweb.com
- Rockport Institute - www.rockportinstitute.com/resumes.html
- Employment 360 - www.employment360.com/resume-writing-tip.html

Jo-Anne McKinley
34 Delancey Court
McKeesport, Pennsylvania 15134
555-555-5555
Email: jamck@hotmail.com

Education

A.S. Health Information Technology, 2001
McKeesport Community College, McKeesport, Pennsylvania

Skills/Qualifications

- Knowledge of scientific research methodology. Independent study projects involving blood tests, analysis, and computer sampling.
- Operation of hematology analyzer, lancets, centrifuge, etc.
- Working knowledge of Excel, Word, DMARD, and HIPAAxchange.
- Excellent initiative and problem solving skills.

Work Experience

2000 – Present McKeesport Community College, McKeesport, Pennsylvania
Teaching Assistant
- Supervised the performance of 35 laboratory students conducting experiments.
- Prepared laboratory materials at the request of instructors.
- Evaluated and graded students performances.

1999 – 2000 Hershey Medical Center, Hershey, Pennsylvania
Medical Records Assistant
- Recorded laboratory data on patient charts
- Used HIPAAxchange to look for patient allergies and medicinal conflicts.
- Processed patient records at the rate of 20 per hour.
- Received and responded to inquiries from medical personnel

Activities

- Vice President of Science Club, McKeesport Community College
- Member of Health Occupations Students of America (HOSA)

Chronological Résumé

This résumé is in the most common and accepted format. It lists education, employment and employment-related experiences, starting with the present and going backward in time. If your employment history is brief or you are reentering the workforce, focus on your education and the job you've held where you've had the most responsibility.

Neil Lawler
McKeesport, Pennsylvania 15134
Email: neil_lawler@hotmail.com

Education

A.S. Business Administration
McKeesport Community College, McKeesport, Pennsylvania
Continuing education courses through area technical centers in:
*** Windows, Word, Excel, Access, and Lotus**

Skills/Qualifications
*** Competency in clerical procedures.**
*** Familiar with billing, filing, faxing, and shipping methods.**

Work Experience

Counter Sales - Retail Goods Company
*** Awarded employee of the month award for outstanding service and attendance.**
*** Handled a variety of office duties including greeting public, answering phones, and data entry.**

Office Assistant - Rental Company of wholesale consumer goods
*** Ordered, stocked, and distributed office supplies for entire company.**
*** Assisted controller in general ledger, payroll, and accounts receivable/payable.**
*** Distributed accounting reports to all department managers per company requirements.**

Cashier, Wait Staff - Local area restaurant & grill
*** Handled food service customers for four years with speed and accuracy.**

Activities
*** Tour guide in college as a member of the Hospitality Committee.**

References available upon request for an interview.

Online Résumé

This type of résumé is written with certain restraints to maintain privacy and confidentiality. It requires a different format that lacks the visual appeal of the general résumé. This is done so that all software programs can access the information in a readable way.

Launch Your Abilities in Your Cover Letter

A cover letter should accompany every résumé you send. Cover letters can be used to inquire about job openings or apply for known vacancies. The purpose of a cover letter is to capture the employer's attention so that they will read the résumé and give you an interview.

A cover letter should be very specific and should not be mass-produced. Address it to a particular person and, if possible, mention a specific job with a specific company. Any examples that highlight your talents should be groomed to fit the job for which you are applying. Also, at the end, you should clearly establish that you will call them and when.

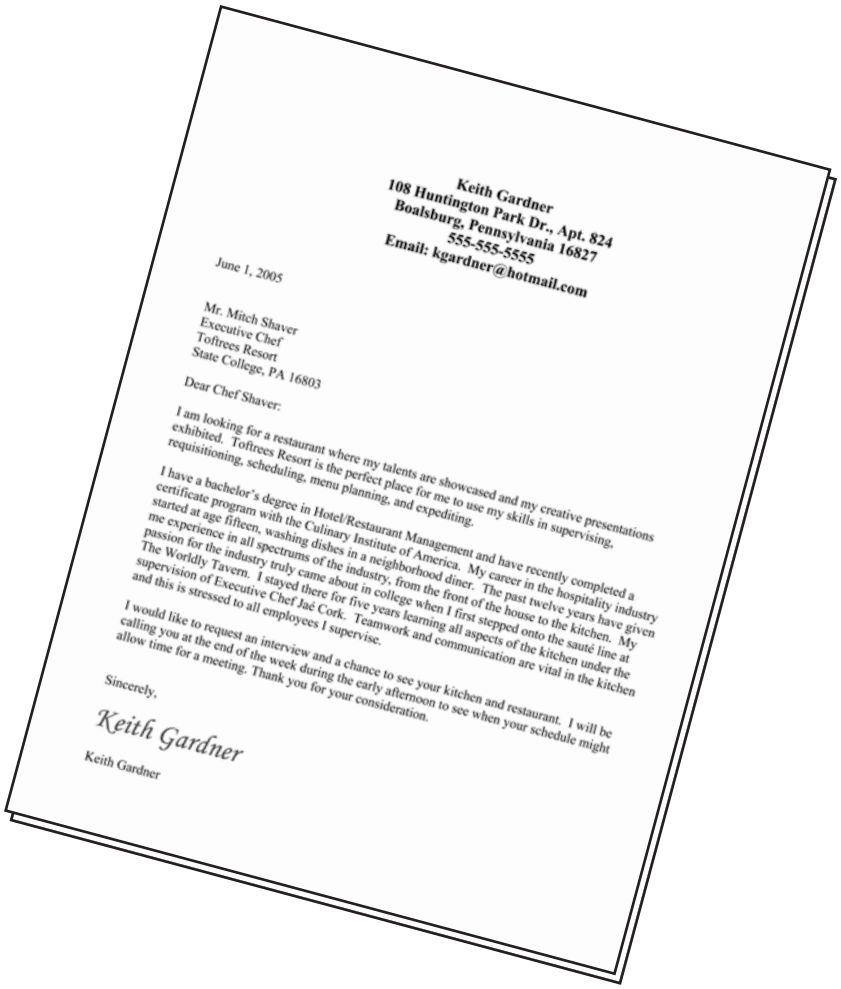
A cover letter consists of three paragraphs:

- **The Opening** – State the position for which you are applying and how you learned about the job opening.
- **The Body** – Highlight your main qualifications: the skills and experiences that relate to the job. Refer to, but do not repeat your résumé.
- **The Closing** – Request an interview; suggest a time for your follow-up call or contact. Never assume the employer will call you.

Tips for a convincing cover letter include:

- Address the letter to a specific person, not "Dear Sir" or "Dear Personnel Director." Make an extra phone call or contact if necessary.
- State what you can accomplish for the company, not how the company will help your career.
- Don't overuse "I" throughout the letter.
- Print on paper matching your résumé. Your public library has resources you can use to create professional-looking documents.
- Use correct spelling, grammar, and punctuation.
- Be clear and brief, but give enough information to interest the employer in your qualifications for the job.
- Write a separate letter for each job opening.
- Sign the letter boldly. A signature in blue ink tells the recipient it is not simply a photocopy.

Cover Letter ➤



Keith Gardner
108 Huntington Park Dr., Apt. 824
Boalsburg, Pennsylvania 16827
555-555-5555
Email: kgardner@hotmail.com

June 1, 2005

Mr. Mitch Shaver
Executive Chef
Toftrees Resort
State College, PA 16803

Dear Chef Shaver:

I am looking for a restaurant where my talents are showcased and my creative presentations exhibited. Toftrees Resort is the perfect place for me to use my skills in supervising, requisitioning, scheduling, menu planning, and expediting.

I have a bachelor's degree in Hotel/Restaurant Management and have recently completed a certificate program with the Culinary Institute of America. My career in the hospitality industry started at age fifteen, washing dishes in a neighborhood diner. The past twelve years have given me experience in all spectrums of the industry, from the front of the house to the kitchen. My passion for the industry truly came about in college when I first stepped onto the sauté line at The Worldly Tavern. I stayed there for five years learning all aspects of the kitchen under the supervision of Executive Chef Jaé Cork. Teamwork and communication are vital in the kitchen and this is stressed to all employees I supervise.

I would like to request an interview and a chance to see your kitchen and restaurant. I will be calling you at the end of the week during the early afternoon to see when your schedule might allow time for a meeting. Thank you for your consideration.

Sincerely,

Keith Gardner

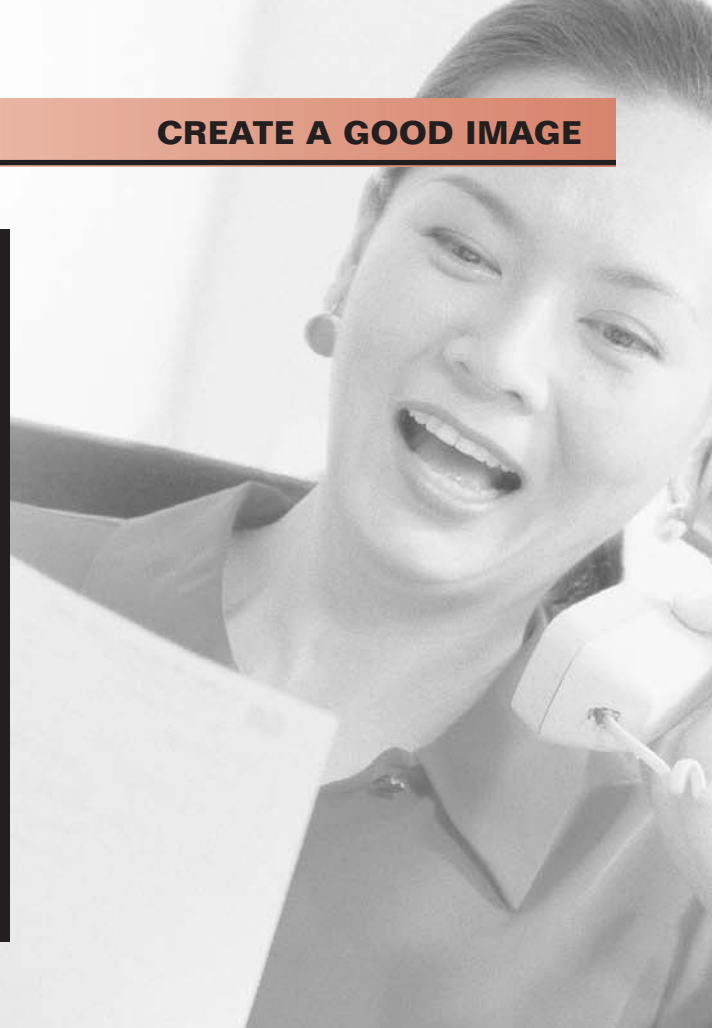
Keith Gardner

An employer's first impression may be

based on your job application.

It can be the deciding factor for a

chance for a job.



The Job Application

In addition to a résumé, many employers require that you complete and sign a job application. The suggestions listed below will help you complete a job application and make a good impression with the prospective employer.

Develop a personal fact sheet. The fact sheet should contain the following:

- Your Social Security number
- Names, addresses, and telephone numbers of your spouse and close family members
- Schools attended, addresses, and dates attended
- Names, addresses, and telephone numbers of references
- Military experience, dates served, branch of military, relevant training, and discharge type
- Past employment, dates employed, salary history, and reason for leaving.

The personal fact sheet is not limited to the items above. Any items that are relevant to the application should be on this sheet.

- Know the deadline for applying and where to deliver your application.
- Read the entire application before starting to write.
- Answer all questions as honestly as possible. Almost all applications state that when you sign an application, you are attesting that the information is true and accurate. Some companies will terminate individuals on the basis of a dishonest application.
- Use a pen unless a pencil is required.
- Print all information legibly or type the form if possible.
- Be neat.
- Be sure all spelling is correct.
- Emphasize your positive education, work, and military experience.
- Focus on volunteer work, hobbies, or training if they are job related and you have little work experience.
- Answer all questions, even those you would rather not. If a question does not apply to your background, then write "N/A," "n/a," or "Not Applicable."
- Have your résumé available in case you need it for information or to submit with your application.
- Have copies of transcripts, letters of recommendation, and other documents ready to attach to your application form.
- Account for all gaps in your work history by stating your major activity during those times, such as "job hunting," or "caring for a parent."
- When asked for salary desired, write "negotiable," "open," or give a salary range.
- Use "will discuss" or "will discuss in interview" rather than list potentially negative or damaging factors such as a felony conviction, health problem/disability, or involuntary termination from a job.
- Keep a copy of your completed application so you can review it before your interview.

Job Application

ABC Bubblegum Company **Employment Application**

Division of Human Resources, 700 Bubblegum Lane, Pittsburgh, PA 15222

PLEASE NOTE: Complete all parts of the application. If your application is incomplete, or does not clearly show the experience and/or training required, your application may not be accepted. If you have no information to enter in a section, please write N/A.

Announcement Number	Position Title (Job for which you are applying)
M-596	Management Trainee

NAME AND ADDRESS

Name (First, MI, Last): Neil Lawler	Social Security Number: 000-00-000
Mailing Address: 546 Quincy Avenue	
City, State, Zip Code: McKeesport, PA 15134	Message Phone: N/A
Home Phone: 555-555-5555	May we use e-mail to contact you? Yes ☒ No ☐
Email Address: nellaw@abc.com	

ADDITIONAL INFORMATION

Have you been an employee of ABC Bugglegum in the past? Yes ☐ No ☒

I certify that I am in compliance with the provisions of the Selective Service Act (Draft Registration). ** Yes ☒ No ☐

I certify that I am a U.S. citizen, permanent resident, or a foreign national with authorization to work in the United States. ** Yes ☒ No ☐

Have you ever been convicted of, or entered a plea of guilty, no contest, or had a withheld judgement to a felony? ** Yes ☐ No ☒ If Yes, please explain:

** These questions must be answered in order to be considered for employment

EDUCATION

(Schools attended after High School or special training received)

School	From	To	Type of degree	Did you graduate?
McKeesport Community College	09/1999	05/2001	A.S. Business	yes
Location: McKeesport, PA				
School	From	To	Type of de	
Location				

Name: Neil Lawler

Social Security Number: 000-00-000

WORK HISTORY

Job Title	From	To	Hrs/Week	Employer
Counter Sales	2000	Present	24	R&D Retailers
Address: McKeesport, PA 15134	Phone: 555-555-5555	Supervisor: John Doe		May we contact this employer? Yes ☒ No ☐
Reason for leaving? Desire full time position in business				
Job Title: Office Assistant	From: 1998	To: 2000	Hrs/Week: 40	Employer: Goodson's Rental Properties
Address: McKeesport, PA 15134	Phone: 555-555-5555	Supervisor: Jane Smith-Doe		May we contact this employer? Yes ☒ No ☐
Reason for leaving? Needed part-time work while attending school				
Job Title: Cashier, Wait Staff	From: 1997	To: 1998	Hrs/Week: 20	Employer: Greencastle Restaurant and Grill
Address: McKeesport, PA 15134	Phone: 555-555-5555	Supervisor: Joe Doe-Smith		May we contact this employer? Yes ☒ No ☐
Reason for leaving? Needed full-time position				

HOW DID YOU FIND OUT ABOUT THIS POSITION?

Current Employee ☐	Career Fair ☐	ABC website ☐	Bubblegum News ☐	Job Service ☒
Monster.com ☐	Newspaper Ad ☐	Other Internet Source ☐	Bubblegum News ☐	Job Service ☐
Current Employee ☐	Career Fair ☐	University/College ☐	None of the above ☐	

JOB TYPE/SHIFT

Full Time ☒	Part Time ☐	Permanent ☒	Temporary ☐	6 Month ☐
9 Month ☐	Seasonal ☐	Limited Service ☐	Shift ☐	Night ☐

Signature: Neil Lawler Date: 9/18/05

I certify that all answers and statements on this application are true and complete to the best of my knowledge. I understand that should an investigation disclosure untruthful or misleading answers, ,my application may be rejected, my name removed from consideration, or my employment with ABC Bubblegum Company terminated.

PREPARING FOR THE INTERVIEW

Once you've landed a job interview, it's important to take of advantage of the opportunity. The best way to do that is through preparation. There are many tasks to be done between the time an interview is scheduled and when it actually occurs.

Follow these suggestions to give yourself an edge over the competition:

- **Research the company and industry.**
  Know the company history, what products or services they offer, and where they are headed.
- **Memorize a one- to two-minute commercial about yourself.**
  Sell yourself by preparing a summary of your professional and personal life. Highlight your education, achievements, skills and goals. It should sound natural, not rehearsed.
- **Practice answers to anticipated questions.**
  (See list of frequently asked questions in the following section.)
- **Have a list of questions to ask.**
  Show your enthusiasm for the job by asking questions and showing interest in the position and the company. (See "Questions for the Employer" for more detail.)
- **Bring copies of your résumé and references.**
  Have extra copies of both handy and give one to each person involved in the hiring decision.
- **Be prepared for "dangerous" questions.**
  Prepare to answer questions about lack of experience, job-hopping history, gaps in employment, etc.
- **Contact your references.**
  Get permission to provide reference names to employers, and meet with each reference to discuss the points you'd like them to make. The best references are recent supervisors and co-workers who have a direct knowledge of your job performance.
- **Know the dress code of the company.**
  If possible, drop by the interview site beforehand and observe the dress code of employees entering the workplace.
- **Know where you're going.**
  Verify directions and parking before going to the interview. This will help ensure that you're on time for the interview.

Frequently Asked Interview Questions

By following the preparation tips above, you will be better prepared to answer these common interview questions:

- Tell me about yourself. (Although not a question, this is an important component of an interview.)
- What do you know about our company?
- What are your short-term and long-term goals?
- What are your strengths and weaknesses?
- Why should we hire you?
- Why did you leave your last job?
- What salary are you expecting?
- Are you willing to travel?
- Are you willing to relocate?
- Will you be willing to work overtime if needed?
- What was your greatest accomplishment?
- Where do you see yourself career-wise in five years?
- What is the greatest challenge you've had to face and how did you handle the situation?
- What would you like to change about yourself?
- Are you a follower or a leader?
- How do you work under pressure?
- Do you consider yourself to be organized?

Questions You Don't Have to Answer

The following questions are inappropriate and/or illegal for employers to ask at an interview:

- When were you born?
- Have you ever been arrested?
- How is your health?
- Would working on weekends conflict with your religion?

You do not need to feel obligated to answer these questions. However, you may want to phrase your response in a polite way so that you won't offend the interviewer(s). For example, you could say, "How is this a factor in the selection process for this job?" or "I do not feel that your question relates to my abilities to effectively perform the duties of this position. I would be more than happy to answer any questions relating to my skills and qualifications for the job."

Questions for the Employer

Show your interest in the position by asking some of the following questions:

- What would my key responsibilities be?
- Can you describe the work environment?
- Can you describe the opportunities for training and professional development?
- Where is the company headed?
- What are the current problems facing the company?
- What projects and assignments will I be working on?
- Where does this position fit into the company's organizational structure?
- Why is this position available?
- What attracted you to this company?

Questions Not to Ask at the Interview

- How much money will I make?
- When will I get promoted?
- When do I get my first vacation?

Important Interview Behaviors

Do:

- Go alone.
- Arrive a little early.
- Be clean and well groomed.
- Address the interviewer by name.
- Smile and shake hands firmly.
- Listen carefully and be interested.
- Wait until you are asked to be seated.
- Maintain good eye contact.
- Take time to think about your answers to interview questions.
- Speak clearly and use proper grammar.
- Ask for clarification if you do not understand a question.
- Be positive.
- Stress your qualifications for the job.
- Express your readiness to undertake the job duties.
- Ask when a hiring decision will be made.
- Thank the interviewer(s) for their time.

Don't:

- Speak too fast.
- Interrupt the interviewer.
- Fold arms.
- Sit with arms or legs far apart.
- Smoke or chew anything, even if invited to do so.
- Say, "I'll take anything."
- Twiddle props- pens, paper or desk items.
- Ask about salary.
- Criticize former employers or teachers.
- Discuss personal or financial problems.
- Provide information that is not true.
- Beg for the job or hang around after the interview.

Interview Checklist

- Update résumé.
- Line up references.
- Research company.
- Do a mock interview.
- Make sure of location and time.
- Get a good night's sleep.
- Check personal grooming.
- Bring addresses, phone numbers and contact names of previous employers.
- Bring Social Security card and driver's license.
- Have pen and small notebook handy.

After the Interview

Your actions after the interview may decide who ultimately gets the job. To separate yourself from the other candidates for the position, take the time to write a brief follow-up letter to the employer. This is your chance to get your name before the interviewer(s) one more time before the hiring decision is made. Here are some tips for writing a follow-up letter:

- Write it within 24 hours after the interview.
- Mention the day of your interview and the position for which you interviewed.
- Thank the interviewer(s) for their time.
- Reaffirm your interest in the position.
- Review points made during the interview.
- Highlight any skills or accomplishments not discussed during the interview.
- State your availability for future interviews.

Follow-up Letter

John P. Smith
55 Maple Lane
Pittsburgh, PA 15112
555-555-5555
Email: jsmith294@smith294.com

June 10, 2005

Mr. Paul Johnson
ABC Corp.
7836 Central Ave.
Pittsburgh, PA 15245

Dear Mr. Johnson:

Thank you for taking the time out of your schedule to meet with me today. I was impressed with the efficiency of your company and your genuine interest in acquainting me with your staff and company goals.

I found your company's objectives intriguing and exciting. My award winning sales performance, with a proven track record of business development, seems to be something that would be valuable to your company and its goals. As I mentioned, I am someone who enjoys working with people and am known for my personalized service and friendly disposition. I feel these qualities are important to solid relationships in sales and business.

I am very interested in the position and feel that my skills and experience can help ABC meet the goals you described. If you have any additional questions, please feel free to contact me. I can be available for additional interviewing at your convenience. Thank you again for your time and consideration.

Sincerely,

John P. Smith

AND NOW, THE DECISION

You've fine-tuned your résumé, filled out the job application and survived the interview. And now…you wait for their decision. While you should always hope for the best, realistically speaking, not every applicant can be offered every job. Research tells us that the average person will go through five solid interviews before getting a job offer.

But whether or not you are offered the position, here are some things you should consider and remember.

On the one hand, you may hear…

Congratulations! We'd like you to join our family of employees!

Great! You've been offered a job. In your excitement, don't say "yes" without first thinking about everything the job entails. To determine if this is REALLY the right job for you – one to which you're willing to make more than a fleeting commitment – ask yourself these questions:

About the Organization:

- Are the goals and practices of the business compatible with my beliefs?
- Is the organization relatively secure and stable? Or is bankruptcy or a merger possible?
- Is the business's success dependent on the strength of the economy? If so, might my position be eliminated if there's an economic downturn?

About the Work:

- Where is the job located? Can I afford to live in this city?
- Will I have to pay for parking? Can I take public transportation?
- Does it involve travel? If so, how much?
- Will it utilize my abilities and interests?
- Is there room for growth?
- What training is available? Will there be opportunities for challenge?
- Is there a lot of turnover in this organization?

About the Salary:

- What benefits does the company offer? How much will I have to contribute for health insurance, retirement, etc.?
- Are increases in salary tied to time? Merit?

Don't hesitate to ask for information to help you make an intelligent decision.

On the other hand, you may hear…

Thank you for interviewing with us. Unfortunately, we're not able at this time to offer you a position with our company.

Of course, you're disappointed – rejection isn't easy. But learning to accept rejection and not be overwhelmed by it is a necessary part of the job search and the human condition. Remember, you will not be offered a job every time you try for one! Many candidates meet all the position specifications but don't hear the words, "You're hired!" Offers are extended to the individuals who have the "best fit" or chemistry for the organization. Don't give up, and be prepared to try again. Look objectively at the following list and examine your performance in light of it. Make improvements where you can.

Why Some Applicants Don't Get The Job

Some of the more common reasons why a company may not hire a job applicant include:

- **Poor personal appearance** - careless or sloppy dress, unprofessional attire
- **Lack of goals** - poorly motivated, does not know his/her own interests
- **Lack of enthusiasm** - poor attitude, lack of self-confidence
- **Lack of interest in the business** - doesn't know anything about the company and/or the position available
- **Inability to express oneself** - poor speech, unclear responses
- **Unrealistic salary demands** - more interest in what the job pays than in the job itself, unwilling to start at the bottom and work up
- **Poor scholastic record** - low grades without any reasonable explanation

Your Buying Power

Where you work and live affects the standard of living you will enjoy. While salaries may be much higher in places like San Francisco and New York City, the amount you will pay for rent, utilities, insurance, and other amenities is also much higher.

The chart below begins with a person earning $35,000/year and living in Harrisburg, PA. It then projects gross salary, net monthly income, housing, food, transportation, utilities, health, and miscellaneous expenses for multiple cities around the state and the nation. For example, if someone living in Harrisburg earned $35,000/year and wanted to move to New York, NY, they would need a salary of $80,500/year to maintain the same lifestyle!

City, State	Salary	Monthly Net Income	Housing	Food	Transportation	Utilities	Health	Miscellaneous
Pennsylvania								
Harrisburg, PA	$ 35,000	2042	633	327	204	163	102	613
Allentown, PA	$ 34,314	2002	621	320	200	160	100	600
Erie, PA	$ 32,701	1908	591	305	191	153	95	572
Johnstown, PA	$ 32,152	1876	581	300	188	150	94	563
Lancaster, PA	$ 37,985	2216	687	355	222	177	111	665
Philadelphia,PA	$ 42,240	2464	764	394	246	197	123	739
Pittsburgh, PA	$ 34,142	1992	617	319	199	159	100	597
Scranton, PA	$ 32,873	1918	594	307	192	153	96	575
State College, PA	$ 34,348	2004	621	321	200	160	100	601
York, PA	$ 34,657	2022	627	323	202	162	101	606
Northeast								
Boston, MA	$ 49,069	2862	887	458	286	229	143	859
New York, NY	$ 80,500	4696	1456	751	470	376	235	1409
Wilmington, DE	$ 38,937	2271	704	363	227	182	114	681
Washington, DC	$ 42,549	2482	769	397	248	199	124	745
Southeast								
Raleigh, NC	$ 36,956	2156	668	345	216	172	108	647
Charleston, SC	$ 34,897	2036	631	326	204	163	102	611
Atlanta, GA	$ 35,412	2066	640	331	207	165	103	620
Orlando, FL	$ 34,382	2006	622	321	201	160	100	602
North Central								
Chicago, IL	$ 38,191	2228	691	356	223	178	111	668
Detroit, MI	$ 36,098	2106	653	337	211	168	105	632
Minneapolis, MN	$ 35,000	2042	633	327	204	163	102	613
St. Loius, MO	$ 33,559	1958	607	313	196	157	98	587
South Central								
Denver, CO	$ 38,775	2262	701	362	226	181	113	679
Houston, TX	$ 31,946	1864	578	298	186	149	93	559
New Orleans, LA	$ 32,358	1888	585	302	189	151	94	566
Albuquerque, NM	$ 34,657	2022	627	323	202	162	101	606
West								
Los Angeles, CA	$ 44,642	2604	807	417	260	208	130	781
San Francisco, CA	$ 64,201	3745	1161	599	375	300	187	1124
Seattle, WA	$ 44,676	2606	808	417	261	208	130	782
Anchorage, AK	$ 42,240	2464	764	394	246	197	123	739

Source: www.bestplaces.net

The data provided is for estimation purposes only. Any reliance upon it is at your sole risk. Factors other than net monthly income were calculated using national averages for expenditures on Cost of Living expenses: housing (31%), food (16%), transportation (10%), utilities (8%), health (5%), and miscellaneous (30%).

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ONCE YOU'VE ACCEPTED

You've decided to take the job…but your work isn't over. Sometimes, keeping a job takes just as much effort as landing one in the first place. The importance of getting started on the right foot can't be overemphasized. First impressions often leave lasting impressions. Learn what your employer expects from you and make sure that you understand the company's policies – those both written and unwritten.

Here are some tips to help you…

- Do your share of the work – don't let others carry your load.
- Be polite and friendly – good manners cost nothing but can earn you respect.
- Avoid gossiping and complaining – though you may not think so, your employer and coworkers will notice your positive attitude.
- Be a team player – support your coworkers; offer help and encouragement when needed.
- Don't waste time and resources – work time is not time for personal phone calls and visits; office supplies are not your personal property.
- Be dependable and be on time – if you say you'll do something, do it. If you say you'll be somewhere, be there.
- Be willing to learn and to take on new tasks – take advantage of any training opportunities that come your way.
- Be honest – if you make a mistake, admit it, apologize if needed, and then try harder.
- Dress appropriately – the workplace is not the place to broadcast your newfound independence by dressing how you want, when it doesn't conform to the accepted office attire.

Many people discover that their first job is not as exciting as they thought it might be. But remember, you can use this first job as an opportunity to develop skills and get the experience needed to move on to a better position. It can help prepare you for more challenging work and move you closer to the "ideal" job that you one day hope to have.

Budgeting

Just as important as knowing what you'll need to earn in different cities to maintain your lifestyle is knowing how to budget your money to make sure that you can pay your bills and save for the future. At www.youcandealwithit.com, you'll find a budget calculator that can help you understand all of the expenses associated with living on your own. Remember that housing and food is definitely more important than having high speed Internet or a cell phone. After a few months of using this calculator and spending conservatively to ensure that you can afford the necessities, you'll be able to budget for more leisure expenditures like recreation and entertainment, a computer, or maybe that HDTV. For planning for the longer term, go to http://mymoney.gov, a web site dedicated to helping you understand more about your money-how to save it, invest it, and manage it to meet your personal goals.

Families and schools can work together as a team to help children appreciate and value their own talents and abilities. The challenge is to help children direct their energies and talents toward future goals.

Do parents make a difference? Yes, they do.

1. Students ranked parents as having the most influence on their career choice followed by friends, teachers, counselors, and siblings.
2. Parental involvement in high school students' educational and career development appears to be related to achievement, behavior, and attitudes.
3. Most parents believe they can lay the foundation for their child's career development by influencing them to become responsible and capable human beings.

Parents can help children understand their own abilities, skills, interests and preferences.

1. Help children identify favorite and strongest skills and abilities. Talk about skills learned and/or used at school, at home, at after school activities, at part-time jobs, or in hobbies.
2. Recognize what your children do well. This helps children identify their strengths.
3. Talk with children about their interests and preferences. Ask children what they like and dislike about an activity, task, assignment, hobby or job.
4. If a child has a part-time job or does volunteer work, help them reflect on the work environment, what is being learned, and how the work relates to their interests and preferences.
5. Talk with children about people they see working in their jobs. Discuss the work they are doing and the rewards and conditions associated with the jobs.

6. Encourage children to explore many careers rather than just one. It is important that students not make specific career decisions too early. In order to avoid disappointment, they should investigate many careers and have many options available to them. Choosing a career is a very long process and, as students mature, it is important to remember that their interests, goals and aptitudes may change.
7. Discuss your children's likes and dislikes for school subjects and school-related activities. Encourage them to take a wide range of courses and to become actively involved in extracurricular activities. Stay informed about their progress in school by periodically checking with teachers and school counselors.
8. Study the classified ads with your child. Start by discussing those jobs that provide the values that are important to them.
9. Encourage your child to do volunteer work and become involved in community activities. Volunteer work can help your child evaluate career plans. Information concerning where students can find volunteer work may be found in the Yellow Pages under "Social Services."

For more information, contact:

Jay D. Cannon
Bureau of Career and Technical Education
PA Department of Education
333 Market Street
Harrisburg, PA 17126-0333
Phone: (717) 772-4857

Looking For More?

Do you want to know how much a plumber earns in Bedford County or what the job outlook is for a medical records technician in Philadelphia? Do you want to find out what a civil engineer really does or need to know where to go for training to qualify as a desktop publishing specialist?

The answers are just a few clicks away. Log on to

www.state.pa.us

PA Keyword: Labor Market Information

The PA Occupational Outlook Handbook, occupational wages, and jobs in demand are just a few of the resources available on PA Work Stats to help you explore your education and career options.

The Resource Guide...

Facilitators - have you downloaded your copy of the 2005-06 Resource Guide yet? It can be used as a classroom tool to guide students and jobseekers through career exploration exercises as they are using the PA Career Guide. It's updated every year with new resources and activities for classroom and training use.

The Resource Guide can be downloaded in its entirety or viewed and printed by individual sections.

Click on Products at www.state.pa.us
PA Keyword: Labor Market Information.

What's Your Opinion? Tell Us What You Think

Your input is always appreciated and helps us improve the PA Career Guide each year. Please complete our online survey - it will only take a minute of your time and will help us better serve you!

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PA Keyword: Career Guide

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